



SAFE AND SUPPORTED

A Project of Lighthouse Youth & Family Services

HOST HOME IMPLEMENTATION REPORT

Dan Stultz, MPH

ABOUT THIS REPORT

This report reviews the development of the Safe and Supported Host Home Program through its first year and a half of existence as well as shares the challenges and successes of implementing this model in our community.

The program is the first formal implementation of the host home model in the Greater Cincinnati area. At the end of this report, a collection of guides and forms have been included to help communities wanting to start their own host home program.

HOMELESS

ABOUT THE AUTHOR



Dan Stultz, MPH manages Safe and Supported's Host Home Program which includes recruiting and training hosts, supervising case managers, and coordinating placements into the program.

Additionally, he is a lead trainer for our LGBTQ cultural competency trainings, produces all of Safe and Supported's community facing materials, and participates in the development of new programs/strategies.

Dan has an undergraduate degree in microbiology from The Ohio State University and a graduate degree in public health from Boston University. Prior to beginning with Safe and Supported, he worked for Boston University's School of Medicine and The National LGBT Health Education Center at The Fenway Institute.

ABOUT SAFE AND SUPPORTED

Safe and Supported started as part of the HUD-led LGBTQ Youth Homelessness Prevention Initiative in 2014. The goal of the initiative is to inform best practices to prevent LGBTQ youth homelessness nationally. Safe and Supported is entering its fourth year of operation and has started multiple programs all aimed at preventing LGBTQ youth from experiencing homelessness in our community.

Our primary activities, in addition to the Host Home Program, include:

- Cultural Competency Training
 - o The Safe and Supported Training is delivered to nearly 1,000 youth-serving professionals every year with the goal of making sure no matter where youth go for services, they receive affirming care. These trainings also serve as an opportunity to educate the general community about the issue of LGBTQ youth homelessness.
- Safe and Supported Families
 - o Safe and Supported Families is a program involving training and therapy for families struggling to accept their LGBTQ child. The training and therapy aims to give families resources to process negative emotions away from their child and effectively communicate with their child.
- Resource Guide Development
 - o LGBTQ youth, adults, and allies often struggle to find affirming services in the community exacerbating experiences of rejection and trauma. The Safe and Supported Resource Guide lists over 100 resources in the community to help easily link individuals to medical care, legal services, faith communities, and social/support groups.
- Domestic Violence Advocacy
 - o LGBTQ individuals are twice as likely to be victims of crime (trans women of color are eight times as likely) with the perpetrators often being known individuals. Safe and Supported funds an LGBTQ Domestic Violence Advocate placed directly into our local shelters to efficiently link victims to services.

You can find out more information about Safe and Supported at www.safeandsupported.org or by contacting safeandsupported@lys.org.



THE HOST HOME PROGRAM is a homelessness prevention program that matches LGBTQ young adults experiencing housing instability with volunteers in the community that open their hearts and homes for up to a year. Hosts provide free shelter, food, mentorship while the young person stays with them.

This program is about preventing homelessness at its core, but more so it is about creating ties in the community between adults and youth that go far beyond housing. When LGBTQ youth, like all youth, have stable housing and the potential to create emotional and social connections with positive adult role models they have the foundation to thrive.





PROGRAM DEVELOPMENT

Host home programs are becoming more prevalent throughout the country. This model is advantageous for several reasons because it provides housing for a relatively lower cost than traditional housing programs and can be specialized for a specific client populations. The model does have its challenges though, most notably it requires continuous community involvement and relationship development to be successful. A successful program requires not only figuring out the logistics of policy and procedure, but also the how to get the community invested in the program.

Starting a host home model in Cincinnati was part of the original community plan drafted at the start of the HUD initiative. The host home model was included in the community plan because it provided a housing intervention novel to the community as well as a program to specifically help LGBTQ youth create permanent connections with caring adults in the community.

Our community began pursuing development of a host home program in early 2015 with a committee of volunteers studying other programs already in operation. Like many other communities, the GLBT Host Home Program at Avenues for Homeless Youth became our main source of information about how this model functioned. Our program is largely based on the Avenues' program and an extreme amount of gratitude is owed to Rocki, JP, Ryan, and Kelly for their guidance as we started our program.

An important step in our program's development was securing funding for program staff. After nearly a year, in May 2016, funding was secured through the Victims of Crime Act administered through the Ohio Attorney General's Office to hire a program manager. The role of the program manager was to finish the development of the program policies and procedures as well as formally implement the program. It took approximately three months once this manager was hired to define program specific policies and procedures as well as recruit and onboard our first hosts.

Highlights:

- Development of our program was expedited (three months once a program manager was hired) because we were able to adapt forms and observe a program already in existence.

- The Safe and Supported Project is positioned within in a department at Lighthouse Youth & Family Services sometimes referred to as “Skunkworks”¹. This department has a lot of autonomy to develop and implement new projects without having to seek approval for every decision made. This environment promotes radical innovation and allowed us to develop a truly novel program for the community.

Lessons Learned:

- In a community like Cincinnati (which has no central geographic home for LGBTQ activity) finding the appropriate channels to inform groups about the program and thus obtain buy-in was difficult. The vast majority of individuals in most communities, including Cincinnati, are not aware of the work being done with homeless youth. Flipping that dynamic, getting community members involved in homelessness care, can take an extended period of time and a lot of leg work. The Host Home Program just after a year is getting to a point of having some brand recognition within the community. Prioritizing community outreach at the beginning while still developing program logistics is vital.
- Safe and Supported was fortunate to begin within Lighthouse Youth & Family Services, an agency that already provides extensive case management and behavioral health services. Access to and integration with these services did not occur as expected though. The program was misunderstood and initially viewed as competing with, instead of in complement to, existing housing programs. Through working with new leadership and building agency buy in, the Host Home Program has begun the process of integrating services.
- The first six months of Host Home Program implementation were treated as a formative evaluation period. From data gathered during that six month period, including observing the first two clients placed in host homes and feedback from hosts, program policies were revised to better reflect agency-wide policies and new procedures were developed to help better support clients.

PROGRAM FUNDING AND BUDGET

Host Home Program has received the majority of its funding through a Victims of Crime Act (VOCA) grant administered via the Ohio Attorney General's office. This funding has consistently covered staff salary. Some unrestricted funds raised through private donations are used to cover host recruitment and client costs.

VOCA grant funding is competitively renewed annually. Prior to being awarded VOCA grant funding, Safe and Supported applied for funding through private foundations including the United Way. Because the Host Home Program works with youth that do not meet the HUD Category 1 definition of homeless, the majority of funding through Hamilton County's Continuum of Care is unavailable.

Our program continues to actively seek a more stable funding mechanism for sustainability.

¹ https://en.wikipedia.org/wiki/Skunkworks_project

Highlights:

- The Host Home Program has been able to create a strategic partnership with a local non-profit, Proud Scholars, to create a separate Host Home Fund that provides funding directly to Host Home clients wanting to pursue additional education. Proud Scholars directs 2% of all funds raised through their work into a Host Home Fund and has specific fundraising events for this fund. Clients are also eligible for the annual scholarships Proud Scholars awards to LGBTQ youth in our community.
- Host home programs are highly conducive to developing compelling stories for fundraising campaigns. Our program has been intentional with recording the “magical” moments of the program to share with donors.

First Year Budget

Staff	
Program Manager Salary	\$ 53,697
PRN Case Management	\$ 5,250
Mileage	\$ 1,225
Host Training	\$ 1,270
Client Support	\$ 600
Program Marketing	\$ 439
Office Supplies	\$ 182
TOTAL	\$ 62,623

Full Operation Budget

Staff	
Program Manager Salary	\$ 53,697
Case Manager Salary	\$ 22,568
Mileage	\$ 2,452
Host Training	\$ 300
Client Support	\$ 2,000
Program Marketing	\$ 500
Office Supplies	\$ 200
TOTAL	\$ 81,217

Lessons Learned:

- The way our host home program is set up (as a prevention program similar to shelter diversion), it does not fit perfectly into the established homeless care funding system. Clients who are couch surfing or imminently but not yet homeless often do not meet the HUD standards for being defined as homeless. This disqualifies our program from the majority of HUD dollars awarded through our local Continuum of Care. Additionally, the current competitive process used by our local Continuum of Care to award funding has a high barrier of entry for new programs (i.e. no program data to demonstrate its effectiveness, limited community buy in).
- The most strategic and efficient method to raise funds for a new host home program is to target private foundations and leverage community donations. These funding mechanisms allow the program to be less restrictive in what type of client can be served as well as allows time to gather data during a pilot period for future funding.

PROGRAM STAFFING

Our program operates with one full-time Host Home Manager, one half-time case manager, and a PRN therapist that assists with client intakes.

The Host Home Manager is responsible for overall operation of the program including:

- recruiting, training, and supporting hosts,
- supervising program staff,
- coordinating client intakes and placements,
- community outreach,
- developing program forms and policies,
- and leading evaluation.

The case manager is responsible for supporting clients in the program. The majority of this position's work happens out in the field at the client's home.

Descriptions for each of the positions are listed in the appendix of this document.

Our team meets once a week to get make sure everyone is up-to-date with what is happening with clients and hosts. In addition to team meetings, we have case files for each client were every interaction is recorded.



HOST RECRUITMENT

A theme across the implementation of our program has been and continues to be relationship development. Nowhere is that more evident than with our host recruitment efforts. We are lucky to have built a strong list of dedicated host homes during our program's short existence. The GLBT Host Home Program in Minneapolis aims to recruit and train five host homes per year². Our program surpassed that goal in our first year through tremendous effort and a recruitment plan rooted in the communication theory.

We have utilized the Theory of Diffusion of Innovations to frame our approach for host recruitment. This theory segments a community into groups which respond strongly to specific aspects of messaging. We have used this method to target and adapt our marketing for hosts.

- Our first segment of the community to recruit is categorized as "innovators", these individuals are highly motivated to join new social causes or adopt new innovations regardless of cost to them. This group also only makes up 2.5% of the population. As an LGBTQ-specific program, our innovators were folks who were committed to LGBTQ specific causes. All we needed to do to recruit these folks was make them aware of the program.
- Our second segment is "early adopters", who are looking to be in leaders in the community. These folks are motivated about learning how the program works and are motivated by altruism. We focused our message on innovation and how hosts can "help make home happen" for LGBTQ young adults.
- Our third segment is called the "early majority". These folks represent a tipping point of sorts in the adoption of a program and are looking to see how the program can benefit them and others. For this segment, we focused on communications that demonstrated our client success stories as well as the "feel good" moments that can happen for hosts.
- The last segments of the community we are working to recruit are the "late majority" and "laggards", these folks are motivated by seeing program statistics and continued stories of program success.

Host recruitment was undoubtedly the most difficult aspect of beginning our host home program. Having a defined plan to recruit hosts is important for program success. In addition to the communications plan outlined above, we developed a plan for multiple outreach methods including community open houses,

² http://sophia.stkate.edu/cgi/viewcontent.cgi?article=1495&context=msw_papers

speaking at community meetings, visiting local churches, advertising via social media, and direct mailings to individuals who expressed interest in our agency's foster care program. The program's most effective outreach occurred via social media advertising and community word-of-mouth.

To be fully on boarded as hosts, individuals must complete the following:

- Meet the program manager to discuss the program.
- Complete an application and background checks.
- Complete host training.

Host Recruitment by the Numbers (June 2016 – January 2018)

Recruitment Event Reach	→	Expressed Interest in Hosting	→	Met with Program	→	Completed Training & Vetting	→	Still in Training
~250		35		23		10		5
Individuals		Families		Host Homes		Host Homes		Host Homes

Highlights:

- The Host Home Program has been able to utilize a limited marketing budget to reach a large number of individuals in the Cincinnati community. Total reach via social media advertising is over 12,000 individuals in Cincinnati throughout the first year. This advertising, although limited in its conversion of individuals into hosts, is creating a brand awareness about the program. As the program reaches capacity and shares its successes, individuals who are possibly “on the fence” about whether or not to become hosts will hopefully be motivated to join the program.
- The number of families/individuals who initially express interest in becoming hosts at events and proceed to training is less than half. Of note though, families/individuals that personally meet with the Host Home Manager for additional information are more likely to progress into training. Being able to quickly meet with potential hosts, talk about the program, and address their worries is vital to effective recruitment.

Lessons Learned:

- Of hosts that expressed interest in hosting but decided not to proceed, several themes emerged as barriers to becoming hosts.
 - One partner in a couple ready, when the other is not.
 - Potential hosts are not ready to provide necessary level of mentorship.
 - Potential hosts feel the physical space of their house is not ready.
- Talking points used when meeting with potential hosts have been honed to address these barriers. Information about current hosts' time commitment and the needs of the clients are directly addressed when an introduction to the program is provided.
- Some hosts require several weeks to decide to start the training process. Creating scheduled communications to keep the potential host engaged is vital making sure they proceed with training.

HOST TRAINING

A new host training curriculum was created as part of our program's development, to provide an orientation to the hosting experience. We expect that all hosts are going to have some on-the-job learning, so to speak, but by the end of host training we want hosts to feel like that have the basic resources to address any situation that may arise.

Our host training focuses on four main areas:

1. An Introduction to LGBTQ Youth Homelessness, the Host Home Program, and LGBTQ Competency
2. Positive Youth Development, Establishing Boundaries, and Mentoring
3. Trauma Informed Care
4. Difficult Conversations, Conflict Management, and When to Ask for Help

Training is completed over approximately 16 hours. The presentation for our training is in the appendix of this document and the full curriculum can be obtained by contacting safeandsupported@lys.org.

We currently offer training quarterly once we have a critical mass of hosts ready to be trained (3-4 host homes). We contact hosts to determine availability and set a date accordingly. The Host Home Manager has primarily facilitated the training but we have begun to involve experienced hosts and the program's case manager in training facilitation.

Highlights:

- Active Hosts have indicated during host support group that the training adequately prepared them for the hosting experience with an emphasis on how training teaches them to address difficult situations and establish boundaries. Our training helps enhance hosts' instincts when addressing situations.
- Because training tends to have a low number of participants (2-8 people per training), these sessions offer another opportunity for the Host Home Manager to become familiar with each host. This "bonding" helps to facilitate a stronger community of hosts in the program.

Lessons Learned:

- Training schedules have been adjusted several times over the programs implementation. From offering it over one weekend, to adjusting it into smaller segments offered at varying times, to once again a weekend training. We haven't necessarily found the best fit as of yet. Flexibility with this is necessary.

HOST SUPPORT

In our program, the Host Home Manager is the main support person for hosts. Staff continuity for hosts from recruiting, training, and supporting them after the youth is placed is important for building rapport. As we teach in our host training, trust is simply consistency over time. Hosts who experience that consistency build trust with the program.

The Host Home Program also has an “open door” policy with hosts, where they are able to contact the program manager at any time to get feedback or assistance on an issue they are experiencing. During training we set guidelines for that contact to help build boundaries. Hosts are asked to contact the program manager via email or text for non-emergent situations and only call for emergencies or if they are “feeling all the feels” and need to vent before the situation escalates. Host are also able to schedule meetings such as coffee or lunch with the program manager to discuss issues more extensively.

Lastly, our active hosts are asked to attend a monthly support group. This support group provides a confidential setting where hosts can share their experiences and crowdsource solutions to issues they are experiencing. This support is important because it provides an opportunity for hosts to talk about an experience they are otherwise bound by confidentiality rules not to discuss in detail with people in their lives.

The current model of host support will continue with several potential additions including:

- A tax workshop for hosts on how to claim deductions for donations they provide to the program including weekly food costs for the client.
- A host mentor program where current hosts act as mentors to new hosts in the program.
- A handbook for new hosts with frequently asked questions and common scenarios host experience.

Highlights:

- The “open door” policy used with hosts has been extremely successful. While this policy does require a staff member to be available 24/7 for text and phone calls, this policy has allowed hosts to report issues before they become critical and get immediate feedback from staff to diffuse stressful situations. Most importantly this policy has created a clear channel of communication between hosts and program manager so that hosts feel engaged and respected in the program.
- Host support group has not only had the benefit of creating a regular, formal setting to provide hosts with support but also has helped foster a sense of community between hosts. Hosts have been able to get to know one another and form bonds. This community building also helps hosts feel engaged and part of a larger program. Hosts often reflect on shared experience during support group, which has become vital to the formative evaluation of the program.

Lessons Learned:

- The most common issue hosts need additional support with is maintaining an objective relationship with the client in their home. The host and client relationship can be challenging at times. Individuals that live together often form close bonds, but the host position requires an individual to maintain an objective lens to assist in mentoring the client. Hosts have had some struggle with not wanting to address crossed boundaries with clients or assuming the responsibility of a client’s ultimate success because of the emotional bond they have created with the client. Helping hosts reflect on their relationship with clients and providing support to hosts so they can maintain appropriate emotional boundaries is important to success of the program.



CLIENT RECRUITMENT AND INTAKE

Recruitment of clients to the Host Home Program has mostly been a passive process. While presentations were made to local youth-serving agencies including the Gay, Lesbian, Straight Education Network (GLSEN), local universities, and Higher Education Mentoring Initiative (HEMI) to make professionals outside of Lighthouse Youth & Family Services aware of the program, we did not have to actively seek out clients.

After a year and a half of program implementation, we are restarting engagement with community agencies to make a broader audience aware of the program. Instead of youth-serving agencies this engagement cycle, we are focusing on agencies our data has shown us homeless youth tend to frequent prior to accessing services including temporary job agencies, food banks, and health care agencies that provide free or low cost care. Our hope with this engagement is to find youth before they access shelter or become street homeless.

Clients meet with program staff to discuss the program prior to meeting a host. This initial meeting helps staff complete a full intake to identify any issues that may disqualify a client for the program as well as help identify a client's goals. Our host home program is by no means a low barrier program. Because we are placing clients into a volunteer's care, we need to feel confident we are able to provide an appropriate level of care to the client. That means clients must meet a certain level of autonomy to be a good fit and, most importantly, we look to see the client is motivated to work towards their goals. In our program's experience, the quickest way to have a host/client match sour is for a client to not pursue their goals and stagnate at the host home. It simply makes hosts feel used and deteriorates their relationship with the client.

After the intake, clients are given profiles of hosts to meet with. Clients choose which host home they would like to meet and a minimum of two meetings are conducted before a client is allowed to move in. Both meetings are held to help the clients and hosts get to know each other better. As staff, we are looking for any glaring personality or lifestyle differences that may cause conflict. After each visit, both the client and host talk with staff about whether they feel it is appropriate to move forward. The first visit takes place at our offices and the Host Home Manager facilitates the discussion. We start by going over the program policies and making sure everyone agrees to them, then move onto basic get-to-know-you style questions like favorite foods, pet peeves, etc. The second visit takes place in the host home so that the client can see the room they will be staying in. We also make sure that we hold this meeting around dinner time so everyone can eat together. Both the get-to-know-you questions and dinner are used as strategies to make everyone more

comfortable in an inherently awkward situation as well as start the roots of a good relationship between hosts and client.

The time from first contact to placement in a host home is approximately two weeks.

Lessons Learned:

- Because the intake process for host homes takes approximately two weeks, the Host Home Program should never be marketed as emergency housing. Matching clients to hosts needs to be an intentional process, rushing the match can lead to larger issue during the placement. Because host homes are not suitable for emergency housing, having strong connections with shelter staff is important.
- Clients, naturally, often have a lot of anxiety about the perceived relationship they may have with a host. Informing potential clients about the role of a host and what rules hosts need to follow is crucial to building a good rapport with clients and balancing the power in the matching process.

CLIENT SUPPORT

The objective of supporting clients in our program is to foster young adult's connected autonomy. Our staff work to identify and nurture client's strengths of the client so they have the ability to make independent decisions about their housing and life as well as build connections between the clients and hosts.

We also take a village approach to our support. While we have a case manager whose primary role is to work with clients, every staff member and host plays a role in supporting clients. In this approach, we help clients identify and prioritize goals as well as identify barriers to reaching those goals, then give them tasks to overcome those barriers. We want to empower youth to advocate and resolve issues for themselves. A mantra our staff uses is "working in solidarity with clients, not in charity".

Our case manager meets with clients a minimum of one hour every two weeks but can be as often as once a week in person with several additional check-ins through call/text/email. All of our clients start out with once a week meetings and then are allowed to dictate what timing works best for their goals. During meetings, the case manager will review with the client their progress on goals, help the client identify any needed next steps, and talk with the client about how they are doing more holistically beyond their goals.

In addition to the regular case management, our program holds monthly home visits. During these home visits, both the hosts and client as well as program staff meet in the host home to talk about how the match is going. We hold these home visits to make sure everyone is up-to-date on the client's goals and to make sure the relationship between hosts and client is functioning well. Program staff help mediate any issues that come up.

By the nature of the program, hosts act as the first line of support for clients. Hosts are trained to identify problematic behaviors with clients and address those behaviors as necessary. Additionally, hosts are present for daily interactions that affirm and engage clients.

Lastly, clients are eligible for limited financial support through the program. This financial support can be used to help clients with resources necessary to help them progress towards their goals including clothing for interviews, bus passes, etc. Client wanting to access mental health services utilize Medicaid or insurance benefits to pay for services.

Lessons Learned:

- Because multiple adults (at least two staff and one host) are providing support to clients, regular meetings to coordinate care is vital. This often happens during home visits, but can sometimes require special meetings or communication. Making hosts feel engaged and included in the client's support services promotes trust between the program and hosts.
- A strong and skilled case manager is necessary for a fully functioning program. Case managers need to be aware of community resources as well as effective methods to motivate clients. Because the case manager is responsible for monitoring progress of clients, when that isn't happening effectively it can greatly diminish the productivity of the client. If possible, having the case manager present during client intake can help build rapport and accountability with clients.

FUTURE DIRECTIONS

Our Host Home Program is constantly evolving to better serve the youth and engage with the community that help make the program possible. The program is also helping to inform new housing options for non-LGBTQ youth in our community through Hamilton County's Youth Homelessness Demonstration Program grant and the state new foster care to 21 initiative, Bridges.

Safe and Supported is happy to provide help to new communities wanting to start a host home program of their own. You can find out more about our work at www.safeandsupported.org or contact us by email at safeandsupported@lys.org and phone at 513-487-7160.

APPENDIX

- Policies and Procedures for Hosts
- Policies and Procedures for Clients
- Host Home Manager Job Description
- Host Home Case Manager Job Description
- Host Home Brochure
- Host Intake Procedure
- Host Application
- Host Training
- Client Intake Procedure
- Client Referral Form
- Client Intake Form
- Client Goal Sheet

Host Home Policies and Procedures for Hosts

All clients involved in the Safe and Supported Host Home Program are clients of Lighthouse Youth & Family Services. Lighthouse Youth & Family Services agency policy supersedes the policies put forth in this manual in the case of any discordance. An up-to-date copy of the Lighthouse Operations Manual can be found on Lightworks and may be requested by hosts at any time. An annual review of policies will be completed by the Host Home Manager and any updates will be communicated with hosts within one week of any changes.

From time to time, the Host Home Program may change the policies set forth in this document to reflect changes in law/code or reflect current understanding of best practices. Any individual involved with the Host Home Program may make a recommendation regarding changes to program policy. All recommendations should be made to the Host Home Manager.

Overview of Host Home Program

The Host Home Program is designed to serve LGBTQ self-identified young adults aged 18-24 who are currently experiencing housing instability or short-term homelessness. Clients in the Host Home Program will be matched with a volunteer host who is responsible for providing adequate shelter and food as well as mentorship for an agreed period of time up to one year. Staff members from the Host Home Program are responsible for providing or referring to services, assistance with goals, development of daily living and life skills, and assistance with necessities such as clothing as aligned with the Individual Service Plan (ISP) created with program staff. All of the services provided by hosts and staff are at no charge to client.

Eligibility and Entry

To be eligible as a host for the Host Home Program, individuals must meet the following requirements:

Individual Requirements

- Be at least 25 years old at time of application to the program. If a couple is applying jointly as hosts, both individuals must meet the age requirement.
- Have the means and capability to provide a client with shelter and food for a period of up to one year without the need of financial or other assistance.
- Have lived in the Greater Cincinnati area for at least a period of one year prior to application to the program.
- Be able to complete all required orientation trainings and be willing to attend any additional trainings as required.
- Be able to maintain contact with Host Home Outreach Manager without the assistance of interpretation.
- Be willing and able to abide by all of the program policies set forth in this document as well as any other applicable Lighthouse Youth & Family Services agency policies.

Residence Requirements

- Have a vacant, private, and clean space for a young adult to reside in. The household must meet the home safety check requirement listed later in this document.
- All individuals in applying household must have a commitment to be affirming to all LGBTQ individuals and be willing to provide care to clients in a way that promotes their dignity and respect.
- Have and maintain homeowner's or renter's insurance for the entire period of the program.
- All individuals in the applying household have no outstanding warrants for arrest, history of violent crime, or any history of any offense against a minor.
- All individuals in the applying household over the age of 18 must undergo a local and national criminal check as well as submit fingerprints to the Bureau of Criminal Identification & Investigation.

To apply to the Host Home Program, all individuals over the age of 18 must in the applying household must meet with the Host Home Manager. All adults over the age of 25 in the household must fill out a host application. After application and training, the program will complete federal and local criminal background checks as well as check host references.

Host Training

Each host in the household must attend host orientation training in its entirety prior to hosting a client. Trainings are scheduled on an as needed basis by the Host Home Manager and communicated with all prospective hosts as well as posted on the Host Home Program's website.

Hosts may be required to attend additional training as needed prior to hosting a client. The Host Home Manager will make any host aware of additional training as needed.

At the end of the orientation training, each host is expected to have proficiencies in:

- Common LGBTQ terminology and issues people in the LGBTQ community experience
- How trauma can impact a young person's behavior and how to provide trauma-informed care to clients in the program
- How to talk with clients about values, boundaries, and expectations

- The positive youth development model and how it can be used when interacting with clients
- How to resolve conflict with young people in a productive manner
- How and when to ask for help from program staff

Participation in Program

Responsibility to Clients and Ethical Considerations

- Hosts should be committed to upholding the mission of Lighthouse Youth & Family Services – To advance the dignity and wellbeing of children, youth and families in need and encourage good citizenship, responsible behavior, and self-reliance.
- Hosts will follow the Volunteer Code of Ethics as set forth by Lighthouse Youth & Family Services. A copy of the code is available by emailing the Host Home Manager.
- Hosts will not participate in practices that are disrespectful, degrading, dangerous, exploitive, intimidating, psychologically damaging or physically harmful to a client.
- Hosts will be mindful of my responsibility to help our clients be responsible, productive citizens and members of their communities.
- Hosts will develop and maintain therapeutic relationships with all clients based on respect and dignity.
- Hosts will be sensitive to and nondiscriminatory of clients' individual, cultural and other client differences and will strive to provide culturally competent services.
- Hosts will serve each client with concern for that client's welfare and not for personal gain or benefit.
- Hosts will maintain professional, appropriate boundaries with clients, assure that these boundaries are explained clearly to clients, and refrain from any activities which have a potential for harming clients' trust, willingness to participate in services or therapeutic progress.
- Hosts will never influence clients in the direction of any particular religion, religious belief or practice.
- Hosts will respect the privacy of clients and hold in confidence all information obtained in the course of their volunteer service. Therefore, they will not disclose client confidences to anyone, except: 1. As mandated by law; 2. To prevent a clear and immediate danger to a person or persons; 3. Where I am a defendant in a civil, criminal, or disciplinary action arising from the services provided (in which case client confidences may only be disclosed in the course of action); 4. When there is a waiver previously obtained in writing, and then such information may only be revealed in accordance with the terms of the waiver.
- Hosts will not photograph, video, or otherwise record clients without their expressed permission.
- Hosts will avoid engaging in accusing, blaming or gossiping about Lighthouse staff or other volunteers.
- Hosts will report, without reservation, any corrupt or unethical behavior of Lighthouse staff or volunteers that could affect either a client or the integrity of the programs and/or agency.
- Hosts will respect and honor commitments made to the program and/or agency.
- Hosts will use agency property and materials only when I am on duty and for agency business (vehicles, phones, computers, equipment, etc.) as directed by agency staff.
- If hosts have a complaint or issue regarding a program or the agency they will bring it to the attention of the Host Home Manager or the agency President/CEO.
- If hosts have any concerns that affect program or agency integrity they have a responsibility to the agency to make those concerns known to the appropriate individuals.
- Hosts recognize that they must maintain the highest standards of conduct when representing the agency and realize that such representation occurs in both professional settings and in the community.
- All hosts who confront, correct or redirect a client is expected to clearly communicate to the client the purpose for the correction and to suggest and explore with the client how the negative behavior can be avoided in the future.
- Any and all commitments made by a host to a client must be made within the context of the overall treatment program and/or in conjunction with the client's Individual Development Plan. Hosts have a serious obligation to follow through on all such commitments.

The following are examples of behavior that is not compatible with the goals of the agency/program and are therefore prohibited.

Displaying the following behavior will result in corrective action for the hosts and/or staff member:

- Inappropriate behavior, such as sexual advances, flirting with a client or engaging in sexually explicit conversations with or in the presence of clients.
- Possession of or use of mood-altering substances, illegal drugs or alcohol while on the job.
- Discussion of illegal drug or alcohol use by a staff member (regardless of whether it is past or present use) in the presence of a client unless the self-disclosure is appropriate in providing therapeutic services.
- Discussing personal information or problems with clients or with another hosts/staff member in the presence of a client.
- Arguing with a client.
- Venting to or confiding in a client in any way.

- Talking or gossiping with a client about the negative characteristics of another client or staff member.
- Discussing with a client any perceived defects in the program.
- Seeking out contact with a former client or the client's family.
- Humiliating a client in any way.
- Lending or giving personal property, personal gifts or money to a client.
- Borrowing money from or using the personal property of a client.
- Dressing or positioning one's self in a way that could be considered sexually provocative.
- Claiming to have provided a service to a client when the service was not actually provided.

The Host Home Program is committed to providing culturally competent services to our clients and community. Lighthouse Youth Service's mission, statement of values and ethical code all provide guidance to employees and volunteers on providing respectful, ethical and competent services to diverse people and organizations.

The Host Home Program acknowledges culture's profound effect on staff members, hosts, and clients. By understanding the cultures of the populations and communities served, hosts can avoid stereotypes and biases that contribute to disparate treatment of different cultural and ethnic communities. Understanding and respecting culture promotes a focus on the positive characteristics of a particular community and reflects an appreciation of cultural differences.

Cultural competence has been defined as "the ability of individuals and systems to respond respectfully and effectively to people of all cultures, races, ethnic backgrounds, sexual orientations, and faiths or religions in a manner that recognizes, affirms, and values the worth of individuals, families, tribes and communities, and protects the dignity of each" (CWLA).

In working with clients, staff members and hosts continually seek to improve their multicultural awareness, knowledge and skill with respect to serving diverse people:

Multicultural Awareness

- A belief that differences are valuable and that learning about others who are culturally different is necessary and rewarding.
- A willingness to take risks and see them as necessary and important for personal and professional growth.
- Awareness of their own cultural heritage and how it affects their world view, values and assumptions and behavior.
- A willingness to self-examine and, when necessary, challenge and change their own values, world view, assumptions and biases.
- An acceptance of other world views and perspectives and a willingness to acknowledge that they, as individuals, do not have all the answers.
- A belief that cultural differences do not have to interfere with effective communication or meaningful relationships.
- Awareness of their own behavior and its impact on others.

Multicultural Knowledge

- Knowledge of diverse cultures and oppressed groups: History, traditions, values, customs, resources and issues. Hosts learn about the language, religion, customs, and beliefs of the clients they see most frequently, keeping in mind that culture is dynamic and that there is as much diversity within a cultural group as there is across groups.
- Knowledge about the ways that cultural differences affect verbal and nonverbal communication.
- Knowledge about how gender, class, race and ethnicity, language, nationality, sexual orientation, age, religion or spirituality, disability and ability affect individuals and their experiences.
- Information about culturally appropriate resources and how to make referrals.
- Knowledge about identity development models and the acculturation process for members of oppressed/marginalized groups and its impact on individuals, groups, intergroup relations, and society.
- Knowledge about institutional barriers which limit access to and success in some settings for members of oppressed/marginalized groups.

Multicultural Skills

- Capability to accurately assess their own multicultural skills, comfort level, growth, and development.
- Ability to identify and openly discuss cultural differences and issues.
- Ability to assess the impact of cultural differences on communication and effectively communicate across those differences.
- Capability to empathize and genuinely connect with individuals who are culturally different from themselves. Hosts build trust by clearly explaining unfamiliar life experiences.
- Ability to gain the trust and respect of individuals who are culturally different from themselves.
- Ability to challenge and support individuals and groups in a manner that optimizes multicultural interventions.
- Ability to use cultural knowledge, and sensitivity to make more culturally sensitive and appropriate decisions with the client. Hosts fully involve clients in decision making, ensuring that decisions are consistent with client's cultural identity, needs, strengths, values and service preferences.

- Ability to seek out training, supervision and new information to increase sensitivity and competence.

The following ethical considerations are important to maintaining strong personal relationships with clients and staff. All hosts are expected to follow these guidelines as well as interact with clients in an ethical manner at all times.

Be the best role model you can be:

- Clients should always view hosts as a positive influence
- Inappropriate contact among staff and hosts (arguing, flirting, etc.) is detrimental to clients and should be avoided
- Foul language and cursing around staff, clients or volunteers is unacceptable
- Discussions of illegal drugs or alcohol use, by hosts, in the presence of clients, are strongly discouraged
 - o Possession of illegal drugs or alcohol while in the program is grounds for dismissal

Communicate Concerns:

- Be alert to potential problems, all hosts are responsible for reporting serious, inappropriate client behavior
- The Host Home Manager should be informed immediately if there are any serious events involving clients, staff or property

Never promise to keep secrets:

- The program staff must be aware of all client issues that could jeopardize a client's involvement in the program
- In keeping clients' secrets, their treatment goals may be hindered.

Avoid creating unfair expectations with the client:

- Do not buy or sell items from clients
- Be thoughtful and appropriate if purchasing gifts for clients in your home. Many gifts will be purchased by the program and should not be purchased by the host.
- Do not lend personal property or money to the clients
- Be aware of the relationship and emotional attachments you are forming with the client. The young adult in your home is a client in the Host Home Program and not a member of your family. A relationship and some emotional attachment is expected in the host/client dynamic, but it should never impede your ability to objective as a host.

Stay within the bounds of host responsibility:

- All counseling and case management is carried out under the supervision of social workers or counselors
- Please do not contact parents or any outside agency personnel regarding clients except under the supervision of the program.

Host Rights

1. The right to be treated with consideration and respect for personal dignity, autonomy, and privacy.
2. The right to exercise any and all rights without reprisal in any form including continued and uncompromised access to service.
3. The right to file a grievance as well as oral and written instructions for filing a grievance.
4. The right to enjoy freedom of thought, conscience, and religion.
5. The right to reasonable enjoyment of privacy.
6. The right to understand expectations of your participation in the program as well as the resources needed to complete the expectations.
7. The right to have your opinions heard and be included, to the greatest extent possible, when any decisions are being made affecting your life.
8. The right to receive appropriate and reasonable guidance, support, and supervision.
9. The right to be free from physical abuse and inhumane treatment.
10. The right to your own personal property.
11. The right to live in clean, safe surroundings.
12. The right to end participation with the program at any time.

Host Involvement in Client's Treatment

Clients lead and must remain active in their treatment throughout their participation in the program. Hosts are involved in the client's treatment solely as mentors. As such, hosts are expected to regularly check-in with the client in their home to help the client progress in their treatment goals. Hosts are not expected to act as case managers or social workers for clients in the program. If hosts are aware of client behavior that may put the client's treatment goals in jeopardy, they are required to alert program staff immediately.

Host Support

The Host Home Manager is the primary program contact for hosts. The Host Home Manager is available to hosts as needed for support while hosts are performing the duties of the Host Home Program. Hosts may reach the Host Home Manager via email (dstultz@lys.org) for non-emergent situations or via call/text (513-317-2720) for situations needing immediate assistance. Hosts should always call 911 for emergencies.

The Host Home Manager will also arrange for a monthly support group for hosts. The aim of this support group is to allow hosts to have a confidential space to discuss both issues and successes they are having with clients as well as build community with other hosts. The Host Home Manager will moderate the support group and will bring in other professionals as necessary.

Confidentiality, Social Networking Policy, and Media Contact

Information about clients in Lighthouse programs is confidential and privileged.

This means that only the client has the right to decide whether and to whom information is disclosed. Every hosts shall maintain the confidentiality of all clients.

Without the written consent of the client, hosts may not release any information concerning a young adult in any program, including the fact that they are in the program. Hosts shall not have access to case files unless under the supervision of the Host Home Manager or assigned staff. Never mention client names outside of the program.

The Host Home Program respects the right of hosts to use social networking and does not want to discourage hosts from self-publishing and self-expression. However, hosts are expected to follow the guidelines and policies set forth to provide a clear line between the individual & their responsibility as hosts.

Users are personally responsible for their commentary and can be held personally liable for commentary that is considered defamatory, obscene, proprietary or liable by any offended party, not just Lighthouse Youth & Family Services.

Hosts cannot use social networking to harass, threaten, discriminate or disparage against anyone.

If a host chooses to identify themselves as a Lighthouse volunteer, they must understand that some readers may view them as a spokesperson for Lighthouse. Because of this possibility, we ask that hosts state that their views expressed are their own and not those of Lighthouse or of any person or organization affiliated or doing business with Lighthouse.

Hosts cannot post agency-privileged information, including copyrighted information or agency issued documents.

Hosts cannot post on any social media photographs of staff members, clients, vendors or suppliers, nor can hosts post photographs of persons engaged in Lighthouse business, agency events or agency programs. Hosts may not posts the names or private information of any client in their home.

The nature of our services provided through the agency are numerous and complex. What may seem to be an innocuous comment to the media may, in fact, be totally misunderstood and could very easily cause severe repercussions to the agency.

1. Any communications received by any host from members of the Media should be directed to the Host Home Manager. This includes telephone calls requesting information.
2. Under no circumstances shall host contact members of the media for any purpose whatsoever without the permission of the Host Home Manager.

Host Alcohol and Drug Policy

No host will perform the duties of the Host Home Program impaired by any illegal substance. Each host must report the use of substances which can impair the ability to perform the duties of the Host Home Program to the Host Home Manager. Every host may use alcohol in alignment with their personal values, but use may not impair their ability to perform the duties of the Host Home Program including their interactions with the client and ability to respond appropriately to emergency situations.

Use or possession of illegal drugs while performing the duties of the Host Home Program is strictly prohibited. Documented evidence of illegal drug involvement will be given to law enforcement agencies by the Host Home Manager and hosts will be dismissed from the program.

A hosts who is found to be a seller or involved in the sale, solicitation, or dealing in illegal drugs will be dismissed from the Host Home Program and the case will be turned over to local law enforcement agencies.

If facts, circumstances, physical evidence, physical symptoms, or a pattern of performance or behavior exist that would cause a Host Home Program staff member to reasonably conclude that a host may have used, be under the influence of, or intoxicated by a drug or controlled substance, the staff member is to contact the Host Home Manager to discuss the situation. If it is determined that "reasonable cause" exists that the host has used or is under the influence of a controlled substance, the host will be requested to submit testing for drugs. If the host declines testing or fails the test, the will be dismissed from the program.

Examples of reasonable cause may include:

- Physical symptoms consistent with substance use.
- Evidence of illegal substance use, possession, sale or delivery.
- Occurrence of a serious or potentially serious accident possibly caused by human error.

- Serious motor vehicle offenses while on performing the duties of the Host Home Program.
- Fights (to mean physical contact), assaults, and flagrant violations of established safety, security or other operating procedures.

Host Possession of Weapons

Hosts are permitted to possess weapons in accordance with all local and federal laws and ordinances. Hosts must keep all weapons stored in a locked safe while hosting a client. Clients should not have access to any weapons while they are participating in the Host Home Program.

In the event a weapon is discharged or used while performing the duties of the Host Home Program, the Host Home Manager should be notified immediately. An incident report should be completed as necessary.

In Case of Emergency, Provision of Medical Treatment, and Incident Reports

It is the responsibility of the host to have emergency plans in place for the following events:

- Extreme weather
- Medical emergencies (e.g. location of first aid kit, emergency numbers)
- Fire

These plans must be in place prior to hosting a young person. Emergency plan examples can be obtained from the Host Home Manager.

Hosts and young adult should always contact 911 in the event of an emergency. Hosts should not act as the emergency contact for clients, an emergency contact is recorded on client intake. The Host Home Manager should be contacted for information about the client's emergency contact.

After appropriate medical or police attention has been received, all emergencies will be addressed by the Host Home Manager. Both young adult and hosts will have the Host Home Outreach Manager's cell phone number and will be instructed to contact the program for an emergency that requires police action, medical attention, or whenever the host or young adult feel there is imminent danger.

The Host Home Manager may make an unexpected home visit if there is cause to believe that an emergency or behavior that is putting a client in danger is occurring.

Hosts are not responsible for and should not provide any routine medical treatment to the client in their home. Hosts should never dispense medication to clients. Clients may use over-the-counter medications, as necessary, that are already in the household (i.e. ibuprofen) and are responsible for administering their own prescribed medication. Hosts are not responsible for and should not make any medical decisions for the client. In the event of a medical emergency, immediate first aid measures should be taken before any other action. This includes ensuring an adequate airway and controlling excessive bleeding. Emergency medical treatment through 911 should be sought in any situation where a person is at risk of serious injury or loss of life without immediate medical care. Such case would include:

- Unconsciousness
- Restricted breathing (or any injury potentially impacting cardiac or respiratory function)
- Contained but significant bleeding (such as arterial bleeding)
- Pain or other injuries that make normal transport difficult (broken bones, extreme abdominal pain)
- Any other illness or injury where potential worsening of the condition appears possible without immediate medical care.

Clients may be transported to the hospital emergency room by hosts if the problem appears somewhat less urgent but emergent. Such cases might include:

- Uncontrolled but non-arterial bleeding (such as a nose bleed that does not respond to pressure)
- Serious strains or sprains when transport can be reasonably managed
- High unexplained fever
- Cuts or burns that require further treatment

The Host Home Manager should be notified immediately in the event that emergency care is needed. Emergency medical treatment for clients will almost always require completion of an Incident Report. The policy on Incident Reports will be followed based on the specifics of the emergency situation.

Lighthouse is concerned about serious incidents that may negatively impact clients, staff or the agency in the long-term. Any occurrence which is sharp departure from the routine operation, policy or procedure of the program, or which compromises the client's treatment goals or client rights, may be sufficient reason to warrant documentation.

Incident reports will be recorded by the staff member (as specified in the Lighthouse Youth & Family Services Operations Manual) involved as soon as possible following the incident, but always before concluding the shift or the end of the day. For incidents without

the presence of a Lighthouse staff member but including the presence of a hosts, hosts should report the incident as soon as possible to the Host Home Manager. The Host Home Manager will complete all necessary paperwork with the information provided by the hosts. The Host Home Manager may require an emergency meeting with the host(s) which will take place within 24 hours of the incident.

All incident reports will be given the Safe and Supported Program Director, who will contact the Administrative Offices, Vice President/Chief Operating Officer or the President/CEO within 24 hours of discovery of the incident. The written incident report should be turned in to the Administration office within three (3) days. The reports are read and signed by Clinical Director and/or the Compliance Manager. Copies of incident reports are kept in the Quality Assurance files at the Administration office. Other copies are placed in the client file and program incident report file.

This system will help evaluate problem areas that need to be addressed by the program or the agency.

Examples of reportable incidents are:

- Any time police or paramedics are called to a host home or program location involving a client.
- Any instance of which a client who absents themselves from the care of a host or staff member without permission/knowledge of the host or staff member.
- Physical injury of a client while in care of the program. The report should contain the location of physical marks, whether or not an object was involved, a description of the injury, and how the injury occurred.
- Physical injury or serious illness of a host or staff member while performing the functions of the Host Home Program.
- Any act by a host or staff member, while performing the functions of the Host Home Program, which may result in a civil or criminal charge.
- Any act by a client while in care of the program which may result in a civil or criminal charge.
- Any act of self-abuse by a client.
- Any theft of agency or host property or money.
- Anytime a client needs to be physically restrained.
- Any instances of property damage where host or agency vehicles, facilities, and/or furnishing are damaged. This includes all fires whether set purposely or accidental.
- Any serious adverse reaction exhibited by a client upon administration of medication which requires medical care.
- Any angry or threatening letters, emails, phones calls, behaviors, threats of legal actions involving the program.
- Any communication from a government agency representative regarding a lack of compliance or violation of law/code.
- Any illegal drugs or paraphernalia found on a client or in a client's possession. Any alcohol found in a client's possession if they are under 21 years old.
- Any weapons found on a client or in a client's possession.
- Any host or staff automobile accident while performing the functions of the Host Home Program even if there are no injuries.
- Any allegations of improper conduct between client and host/staff member.
- Any premature termination from the program.

Client Transportation

Hosts are not responsible for providing regular transportation to clients. If the host wishes to provide transportation for client, the following policy should be followed.

All host who transport clients must have a valid driver's license and carry automobile insurance at the time they begin their service. Hosts are responsible for maintaining their license and carrying automobile liability insurance throughout their service at Lighthouse.

In the event a host who transports a client allows either his/her license or insurance to expire, the host may be terminated immediately. Upon review of the local county police check, those who have excessive traffic violations (such as speeding, reckless operation, DUI charges in the last 3 years) will not be permitted to transport clients in their own vehicle. All clients and hosts must wear seatbelts when driving. Hosts must not drive and talk on their cell phones while driving with a client.

All auto accidents and incidents that occur while driving a client must be reported on an incident report. In the event of an accident, all hosts are required to contact the police immediately. If the accident occurs on private property (such as a store's parking lot), the police will not come to the scene of the accident, but will advise you to come to the nearest police station to complete a report. This must be done as soon as possible.

Duty to Warn/Protect

All hosts providing care to clients in the Host Home Program are considered responsible for following the Duty to Protect law. Hosts who are aware of the conditions necessary to require action should contact the Host Home Manager immediately.

The "Duty to Protect" law (ORC 2305.51) details the responsibilities of mental health professionals when they have reason to believe that a person may be a threat to seriously harm identifiable persons or structures. This law specifically includes Social

Workers and others who provide services, including those who provide assessment, diagnostic, prevention, treatment and psychosocial services. Therefore, it relates to the work we do in Lighthouse Youth & Family Services programs.

Both the mental health professionals and the agency can be held liable (in civil proceedings as well as through licensing authorities) when serious physical harm or death results from failure to predict, warn of, or take precautions to provide protection from the violent behavior of our clients only if:

1. The client or a knowledgeable person (i.e., immediate family member or anyone who personally knows the client) has communicated an explicit threat of inflicting serious and imminent physical harm or causing the death of one or more clearly identifiable potential victims;
2. The mental health professional has reason to believe that the client has the intent as well as the ability to carry out the threat; and
3. The professional or organization fails to take appropriate action in a timely manner.

In the event that these conditions occur, Lighthouse Youth & Family Services staff will take appropriate action as required by law. Appropriate action includes one or more of the following, each of which must be considered and fully documented (including the reason that option was chosen and the others were not; see attached form):

1. Voluntary hospitalization
2. Involuntary hospitalization (emergency or judicial)
3. Development and implementation of a documented treatment plan reasonably calculated to eliminate the threat and obtaining a second opinion risk assessment and treatment plan approval through consultation with the clinical director of the organization.
4. Warning to law enforcement (where each victim resides and/or where the structure is located) and, if feasible, warning to each potential victim or, when the potential victims are minors, their guardians.

Warnings to law enforcement, potential victims and their guardians must include all of the following:

- The nature of the threat
- The identity of the client making the threat
- The identity of each potential victim of the threat

This law provides specific immunity from liability for disclosing confidential client information in order to take any of the above actions.

When such incidents occur, Host Home staff will complete the "Duty to Protect" documentation form and attach it to the corresponding incident report for review by appropriate supervisory and management staff.

Host Grievances

If a host has a concern about a client placed in their home, about the care a client is receiving, or about the general function of the Host Home Program, they should contact the Host Home Manager immediately.

The Host Home Manager is responsible for keeping record of all host concerns and addressing those concerns in a timely manner. In most cases, concerns should be addressed within 24 hours of initial contact.

In the event a host needs to escalate a grievance or concern about the Host Home Manager, they may contact the Director of Safe and Supported. The Director of Safe and Supported will have the final decision in addressing the concern/grievance. Hosts may contact the Director of Safe and Supported by calling 513-487-7115 or emailing mmeyer@lys.org.

Exit from Program

Steps for Remediation and Dismissal

Hosts must follow all program policies, procedures, and verbal instructions to remain active in the program. In the event the host exhibits behaviors or actions that do not follow program policies, procedures, and verbal instructions, the host will receive one verbal and written warning from the Host Home Manager describing the issues necessitating the warning as well as needed corrective action.

Any host that displays behavior that puts a client in imminent danger will be dismissed from the program immediately and the client will be removed from their home. Any host that engages in illegal behavior will be dismissed from the program and the activity will be reported to law enforcement.

All host home placements are agreements between the host, client, and program. As such, a host may leave the agreement at any time if they are no longer able to carry out the duties of a host.

Responsibility to the Program

Hosts of the Host Home Program are valued partners in the program activities. As such, Hosts are expected to actively participate in all parts of the program. It is the host's responsibility to know and follow all program policies and procedures to maintain their status in the program.

- Maintain productive and clear communication with the Host Home Manager throughout the course of the program.
- Make the Host Home Manager aware of any changes to legal status, home composition, or housing status.
- Provide decent and sanitary shelter and adequate and appropriate food to the client for the agreed period of the program without the expectation of payment.
- Participate and be active in monthly home visits with client, Host Home Outreach Manager, and Youth Support.
- Maintain an appropriate and productive personal and emotional relationship with the client. The host should be able to maintain objectivity when hosting the client, with no expectation of familial or intimate relationship as a result of hosting.
- Agree to respect the final decision of the Host Home Manager in all judgements related to the program and care of the client.

Signatures

All parties' signatures below indicate that they understand the Safe and Supported Host Home Program Policies and Procedures for Hosts, a copy of this document has been provide to them, and that they agree to abide by the policies and procedures.

_____	_____	_____
Host Printed Name	Host Signature	Date
_____	_____	_____
Host Printed Name	Host Signature	Date
_____	_____	_____
Host Home Manager Printed Name	Host Home Manager Signature	Date

Host Home Policies and Procedures for Clients

All clients involved in the Safe and Supported Host Home Program are clients of Lighthouse Youth & Family Services. Lighthouse Youth & Family Services agency policy supersedes the policies put forth in this document in the case of any discordance. An up-to-date copy of the Lighthouse Operations Manual can be found on Lightworks and clients can request that at any time from the Host Home Manager. An annual review of policies will be completed by the Host Home Manager and any updates will be communicated with clients within one week of any changes.

From time to time, the Host Home Program may change the policies set forth in this document to reflect changes in law/code or reflect current understanding of best practices. Any individual involved with the Host Home Program may make a recommendation regarding changes to program policy. All recommendations should be made to the Host Home Manager.

Overview of Host Home Program

The Host Home Program is designed to serve LGBTQ self-identified young adults aged 18-24 who are currently experiencing housing instability or short-term homelessness. Clients in the Host Home Program will be matched with a volunteer host who is responsible for providing adequate shelter and food as well as mentorship for an agreed period of time up to one year. Staff members from the Host Home Program are responsible for providing or referring to services, assistance with goals, development of daily living and life skills, and assistance with necessities such as clothing as aligned with the Individual Service Plan (ISP) created with program staff. All of the services provided by hosts and staff are at no charge to client.

Eligibility and Intake

To be eligible for participation in the Host Home Program, clients must meet the following criteria:

- Be between the ages of 18-24 years old at time of application to the program.
- Self-identify as a gender or sexual minority including but not limited to lesbian, gay, bisexual, queer, or transgender.
- Currently experiencing housing instability or short-term homelessness.
- Have no active involvement in sex work, survival sex, or prostitution; drug abuse/chemical dependency or the sale of illegal drugs/substances; citations or warrants for arrest.
- Have no history of grand theft, persistent violent behavior, or mental health diagnoses that require continuous supervision.
- Complete all required assessments and participate in the development and implementation of an Individual Service Plan. Individuals with assessments that show service needs outside the scope of the program (see Client Application and Intake) are ineligible for the program.
- Be willing and able to abide by all of the program policies set forth in this document as well as any other applicable Lighthouse Youth & Family Services agency policies.
- Be able to maintain contact with Host Home Program staff.

Any individual who meets the eligibility criteria outlined above may apply to the Host Home Program. If an individual is currently receiving care or support from a professional, that professional will be asked to submit a referral for the young adult applying to the Host Home Program. All young adults and professionals completing application forms are required to answer the forms truthfully and to the best of their ability.

Upon completion of the appropriate forms and interviews, a client will be advised whether the Host Home Program is appropriate for their current needs. Based on the completed intake of clients, some services may be required as a condition of participation in the Host Home Program. Clients who become ineligible for support from the Host Home Program will be referred to other services as needed.

Clients who apply and are eligible for the Host Home Program will be provided with a folder of host profiles to review. Clients will work with Host Home Program staff to set up a meeting with their preferred host match. In the event the program is at capacity, clients will be placed on a waitlist in the order they apply to the program.

Clients will meet with their preferred host match a minimum of two times prior to moving into the host home. Clients may meet with as many hosts as are available to find a matching host home and are not obligated to match with any host because of a meeting. Clients may consult with any individual including Host Home Program staff about a host home they are considering. Clients are required to make an independent and informed decision on which host home they match with. Clients are considered to be actively participating in the Host Home Program once they have moved into the host home.

Participation in Program

Client Rights

1. The right to be treated with consideration and respect for personal dignity, autonomy, and privacy.
2. The right to service in a humane setting which is the least restrictive feasible as defined in the treatment plan.
3. The right to be informed of your own condition, of proposed or current services, treatment or therapies, and of the alternatives.
4. The right to consent to or refuse any service, treatment or therapy upon full explanation of the expected consequences of such consent or refusal.
5. The right to a current, written, individualized service plan that addresses your own mental health, physical health, social and economic needs, and that specifies the provision of appropriate and adequate services, as available, either directly or by referral.
6. The right to active and informed participation in the establishment, periodic review, and reassessment of the service plan.
7. The right to freedom from unnecessary or excessive medication.
8. The right to freedom from unnecessary restraint or seclusion.
9. The right to participate in any appropriate and available agency service, regardless of refusal of one or more other services, treatments, or therapies, or regardless of relapse from earlier treatment in that or another service, unless there is a valid and specific necessity which precludes and/or requires your participation in other services. This necessity shall be explained to you and written in your current service plan.
10. The right to be informed of and refuse any unusual or hazardous treatment procedures.
11. The right to be advised of and refuse observation by techniques such as one-way vision mirrors, tape recorders, televisions, movies, or photographs.
12. The right to have the opportunity to consult with independent treatment specialists or legal counsel, at your own expense.
13. The right to confidentiality of communications and of all personally identifying information within the limitations and requirements for disclosure of various funding and/or certifying sources, state and federal statutes, unless release of information is specifically authorized by you.
14. The right to have access to your own psychiatric, medical or other treatment records, unless access to particular identified items of information is specifically restricted for you for clear treatment reasons in your treatment plan. "Clear Treatment Reasons" shall be understood to mean only severe emotional damage to you such that dangerous or self-injurious behavior is an eminent risk. The person restricting the information will explain to you the factual information about you that necessitates the restriction. The restriction must be renewed at least annually to retain validity. Any person authorized by you or your parent/guardian has unrestricted access to all information. You will be informed in writing of agency policies and procedures for viewing or obtaining copies of personal records.
15. The right to be informed in advance of the reasons for discontinuance of service provision, and to be involved in planning for the consequences of that event.
16. The right to receive an explanation of the reasons for denial of service.
17. The right not to be discriminated against in the provision of service on the basis of religion, race, color, creed, sex, national origin, age lifestyle (including sexual orientation), physical or mental handicap, developmental disability, or inability to pay.
18. The right to know the cost of services.
19. The right to be fully informed of all rights.
20. The right to exercise any and all rights without reprisal in any form including continued and uncompromised access to service.
21. The right to file a grievance.
22. The right to oral and written instructions for filing a grievance.
23. The right to enjoy freedom of thought, conscience, and religion.
24. The right to reasonable enjoyment of privacy.
25. The right to have your opinions heard and be included, to the greatest extent possible, when any decisions are being made affecting your life.
26. The right to receive appropriate and reasonable adult guidance, support, and supervision.
27. The right to be free from physical abuse and inhumane treatment.
28. The right to be protected from all forms of sexual exploitation.
29. The right to receive adequate and appropriate medical care.
30. The right to receive adequate and appropriate food, clothing and housing.
31. The right to your own personal property (including money) commensurate with your developmental age and safety needs.
32. The right to live in clean, safe surroundings.
33. The right to participate in an appropriate educational setting.
34. The right to communicate with family, guardian, custodian, friends and significant others outside the facility, in accordance with your Individualized Service Plan.
35. The right to send and receive mail, subject to our rules about contraband and directives from your legal guardian.
36. The right to be taught to fulfill appropriate to yourself and to others.

37. Reasonable access to your own bedroom or sleeping area at any time, commensurate with your developmental age and safety needs.

Client Involvement in Individual Service Plan

The client will be responsible for leading and participating throughout the creation of their Individual Service Plan (ISP). The ISP will lay out the client's goals, client's strengths, the services needed to achieve those goals, and milestones for goal progress and achievement. The ISP is developed for the benefit and use of the client but will also be used to set expectations for the client's progress throughout the Host Home Program. Because this plan is integral to the services provided as part of the Host Home Program, an ISP must be completed in draft form prior to client move in and finalized within one week of entry into a host home. Edits to an ISP can be made as needed throughout participation in the program. If other service provider's involvement outside of Lighthouse is needed, the client will be asked to sign a release of information with that provider.

Based on the assessments completed on intake, client's may be asked to participate in specific services as an expectation of their participation in the Host Home Program. This will be reflected in their ISP and may include but is not limited to life skills courses or therapy. In most cases, clients participating in the program will be expected to work full-time, enroll in an education program full-time, or a combination of work and education.

Clients must be actively working to complete their ISP while participating in the Host Home Program and may be asked to produce evidence of activity. It is the role of the Host Home Youth Support to regularly meet with the client, provide advocacy and referrals, provide feedback, and check on progress of client goals. In the event Host Home Program staff become concerned and have evidence that a client is no longer pursuing the ISP including missing more than three consecutive meetings, the steps for remediation and dismissal outlined later in this document will be followed.

Client Support

Clients will receive regular coaching and advocacy from the Host Home Youth Support. The timing of support will be determined by the client and Youth Support but must be at least 60 minutes biweekly. Clients may request support or assistance from any Host Home Program staff. Services provided must be in alignment with client's ISP. Program staff will make referrals for clients to services outside of Lighthouse as requested. It is the responsibility of the client to complete the referral process and pay any fees associated with the outside service. It is also the responsibility of clients to be on time and prepared for meetings with the Youth Support. Clients who miss more than three consecutive meetings or give less than 24 hours notice to reschedule a meeting will follow the steps for remediation and dismissal. Meetings will be cancelled (and considered missed) if the client is more than 15 minutes late.

Hosts are only required to provide support to the level with which they are comfortable and trained to deal with. Clients should mainly rely on hosts for mentorship. Although hosts and staff will regularly check-in with clients, clients are responsible for requesting support as needed.

Clients have access to \$200 in support funds related to their goals while they are in the program. To use these funds, clients must make a request in writing to the Host Home Manager. These use of the funds must be directly related to the clients established ISP.

Client Communication

Clients are expected to maintain regular and honest communication with program staff and hosts. Clients must check-in at minimum with program staff or the host weekly as well as respond to staff or host communication within 48 hours. Clients are responsible for updating program staff and hosts with any new phone numbers or email address while they are participating in the program.

Clients are expected to make hosts aware prior to any time they will be away from the host home for a period of time longer than 48 hours.

Client Alcohol and Drug Policy

Clients under the age of 21 are prohibited from consuming or possessing alcohol beverages/products. Clients over the age of 21 may use alcohol in alignment with their personal values, but use may not impair their ability to participate in Host Home Program including their interactions with the hosts and staff as well as ability to respond appropriately to emergency situations.

Use or possession of illegal drugs while participating in the Host Home Program is strictly prohibited.

Clients who are found to be a seller or involved in the sale, solicitation, or dealing in illegal drugs will be dismissed from the Host Home Program and the case will be turned over to local law enforcement agencies.

If facts, circumstances, physical evidence, physical symptoms, or a pattern of performance or behavior exist that would cause a Host Home Program staff member to reasonably conclude that a client may have used, be under the influence of, or intoxicated by a drug or controlled substance, the staff member is to contact the Host Home Manager to discuss the situation. If it is determined that "reasonable cause" exists that the client has used or is under the influence of a controlled substance, the client will be requested to submit testing for drugs. If the client declines testing or fails the test, the will be dismissed from the program.

Examples of reasonable cause may include:

- Physical symptoms consistent with substance use.
- Evidence of illegal substance use, possession, sale or delivery.
- Occurrence of a serious or potentially serious accident possibly caused by human error.
- Serious motor vehicle offenses while participating in the Host Home Program.
- Fights (to mean physical contact), assaults, and flagrant violations of established safety, security or other operating procedures.

Clients who test positive for illegal or controlled substances will be required to attend drug and addiction counseling as a condition of their continued participation in the Host Home Program. All fees associated with drug and addiction counseling services will be the responsibility of the client.

Client Transportation

Clients are responsible for their own transportation during their entire participation in the program. Clients are permitted to ride with program staff and hosts when offered. Clients will be given assistance with public transportation fare and/or instructions for use as necessary and possible.

Host Property and Contributing to House Chores

Clients are responsible for maintaining any host property provided to them in the condition they received it. This may include their bedroom, linens, and house keys. Clients are responsible for keeping the private and shared spaces they reside in clean and sanitary. All host property must be returned to the host upon dismissal from the program.

Clients are expected to contribute equally to normal chores completed in the house. The chores clients are responsible for should be coordinated with hosts.

Clients may bring guests over to the host property with the permission of the hosts. Guests of the client are expected to follow house and program rules regarding acceptable behavior. The host reserves the right to forbid specific guests from visiting their home as needed for safety or behavioral reasons.

Client Possession of Weapons

Clients are prohibited from possessing weapons while participating in the Host Home Program. Clients are prohibited from accessing any weapons owned by the host while they are participating in the Host Home Program.

In the event a weapon is discharged or used by a client while participating in the Host Home Program, the Host Home Manager should be notified immediately. An incident report should be completed as necessary.

In Case of Emergency

Hosts and clients should always contact 911 in the event of an emergency. Program staff may make unexpected home visits if there is cause to believe an emergency or behavior that is putting a client in danger is occurring.

Clients should not indicate program staff or hosts as emergency contacts. An emergency contact must be indicated on intake.

After appropriate medical or police attention has been received, all emergencies will be addressed by the Host Home Manager. Both clients and hosts will have the Host Home Outreach Manager's cell phone number and will be instructed to contact the program for an emergency that requires police action, medical attention, or whenever the host or client feel there is imminent danger.

Clients may be required to sign release of information forms with outside agencies to ensure continuity of care during or directly after emergency situations.

Client Grievances

If clients have any concerns or complaints about any aspect of our services or staff members, clients should talk to a staff person they trust or to the Director of Safe and Supported. Clients may contact the Director of Safe and Supported at 513-487-711 or at mmeyer@lys.org. If a client is not satisfied with how their complaint is handled, they have the right to file a formal complaint (a grievance). Follow these procedures to file a grievance:

1. If the client feels that any of their rights have been violated, the client, their legal guardian, someone on their behalf or other individuals or agencies have the right to express a grievance. The client and their legal guardian will be informed, orally and in writing, of the grievance procedure at the time of the client's entry into Lighthouse Youth & Family Services. Copies of the grievance policy are available to the client, their legal guardian, their family members, outside agencies and other interested persons upon request. A copy of this grievance procedure is posted in each agency building.
2. A client may file a grievance by talking to the Director of Safe and Supported or visiting or calling the Client Rights Officer (513-487-6778). The Service Director is responsible for notifying the Client Rights Officer of grievances. Grievances will be forwarded directly to the Client Rights Officer if the Director is unavailable or is the subject of the complaint.

3. A client may receive assistance in filing the client's grievance by the Director of Safe and Supported or a staff person they trust. If a client desires, Lighthouse Youth & Family Services staff will also provide assistance in investigating the grievance on a client's behalf and in representing the client at a meeting, if applicable.

Grievance Policy and Procedures:

1. Any client, parent or legal guardian, or other individual or agency has the right to express a complaint or grievance regarding program services.
2. Clients and, if applicable, parents/legal guardians will be informed, orally and in writing, of the grievance procedure at the time of entry into a Lighthouse Youth & Family Services program.
3. Copies and explanations of the grievance policy and form will be made available to clients, parents/legal guardians, family members, outside agencies and other interested persons upon request.
4. A copy of this grievance procedure is posted in each agency building.
5. Each client has to right to exercise any and all rights, including filing grievances, without reprisal in any form including continued and uncompromised access to services.
6. There is no statute of limitations on when a grievance can be filed.
7. Upon request or if needed, Lighthouse Youth & Family Services will provide assistance in filing the grievance, investigation of the grievance on behalf of the griever, and agency representation for the griever at a hearing, if applicable.
8. Complaints will be directed to the program Director at the program site. The Program Director is responsible for bringing grievances to the attention of the Client Rights Officer. Complaints will be forwarded to the Vice President/Chief Operating Officer if the Program Director is unavailable or is the subject of a complaint.
9. The Client Rights Officer at Lighthouse Youth & Family Services is available from 9 a.m. to 5 p.m., Monday through Friday. The Clients Rights Officer can be reached by telephone at (513) 221-3350, in person or by mail:
Client Rights Officer, Lighthouse Youth & Family Services
401 E. McMillan
Cincinnati OH 45206
10. The Client Rights Officer will decide if complaints need to be investigated, reported to an outside agency, or referred to someone else who can help address the concern.
11. The Client Rights Officer will respond to the grievance by the end of the first regular business day following the filing of the grievance. The response will include contact with the person filing the grievance and an initial investigation of the grievance.
12. The Client Rights Officer will impartially review, investigate and attempt to resolve the grievance within two weeks of the filing date and will provide the client and/or the person filing the complaint (with client authorization) with written notification and explanation of the resolution.
13. If the grievance is still not resolved, or if requested by the griever, a hearing with the Client Rights Officer and the Lighthouse President/CEO will be scheduled. Clients may request help or representation by staff at this hearing.
14. After the hearing, a written statement of the results will be provided to the client and other persons authorized by the client within 20 working days of the filing date of the grievance.
15. If the grievance is still not resolved, the client or the person making the complaint will be referred to one or more of the outside entities listed below. The Client Rights Officer will assist clients or grievors in contacting any outside resource upon request.
16. If the Client Rights Officer is the subject of a grievance, is unavailable, or if the client requests an appeal of the Client Rights Officer's decision, the grievance will be forwarded to the President/CEO, who is responsible for assuring compliance with these policies and procedures and for reviewing the grievance.
17. Upon request, information about the grievance may be provided to outside entities authorized by clients and, if applicable, their legal guardians as well as to the Ohio Department of Mental Health and the Hamilton County Mental Health Board.

Exit from Program

Steps for Remediation and Dismissal

Clients must follow all program policies, procedures, and verbal instructions to remain active in the program. In the event the client exhibits behaviors or actions that do not follow program policies, procedures, and verbal instructions, the following steps for remediation and dismissal will be followed.

1. Verbal Warning from Host Home Manager
 - a. The Host Home Manager will meet with the client, along with the Youth Support, to discuss what policies, procedures, and/or other instructions that aren't currently being followed. In addition, the Host Home Manager will inform the client of any expected behavior change and time frame for that change to occur within. This will be documented in the client notes file.
2. Warning in Writing from Host Home Manager

- a. If the behavior or actions persist after the verbal warning. The client will be sent a warning in writing from the Host Home Manager. This warning will include the issue behavior/action as well as steps for corrective action. The warning must be signed by the client and will be stored in the clients file.
- 3. Contract of Continued Involvement
 - a. If the behavior or actions persist after the verbal and written warning. The client will meet with the Host Home Manager, Youth Support, and Host to recover the program policies and procedures. Additional expectations of the client as a result of their behavior will be negotiated during the meeting. The program policies and procedures as well as any additional expectations will be documented in a written contract which must be signed by all parties at the meeting. If the client breaks this contract they will immediately be given a one week notice to vacate the host property.
- 4. One Week Dismissal Notice
 - a. If a client breaks their contract of continued involvement, they will be given a one week notice to vacate the host property. The client must return all host property when they vacate and are responsible for securing new housing. The client's participation in the Host Home Program will end once they have left the host property and are no longer eligible to participate in the program in the future.

A client may be asked to vacate the host property immediately in the event they become violent, engage in physically destructive behavior, commit an illegal act, or their needs become greater than outlined in the client support section of this document. Additionally, if a client has been absent from a host home without communication for longer than 96 hours, they will be considered no longer active in the program.

If a client leaves their property in the host home after being dismissed from the program, it will be held in the Lighthouse office of the Host Home Program for 48 hours before being discarded. It is the responsibility of the client to contact the Host Home Manager to arrange a time to pick up their property.

Responsibility to the Program

Clients of the Host Home Program are equal partners in the services provided to them. As such, clients are expected to actively participate in all parts of the program. It is the client's responsibility to know and follow all program policies and procedures to maintain their status in the program.

At a minimum, clients are responsible for:

- Following all program policies and procedures
- Actively participating in all the services provided to them including following up on referrals, completing assignments on time, being prepared for and attending all required meetings
- Maintain weekly contact with staff and/or hosts and responding to staff/hosts communication within 48 hours
- Leading the development and implementation of their Individual Service Plan (ISP)
- Authorization of staff and hosts to transport them as needed
- Treating all staff and hosts with respect
- Refraining from aggressive, harmful, and/or illegal behavior

Signatures

All parties' signatures below indicate that they understand the Safe and Supported Host Home Program Policies and Procedures for Clients, a copy of this document has been provide to them, and that they agree to abide by the policies and procedures.

Client Printed Name	Client Signature	Date
Host Home Manager Printed Name	Host Home Manager Signature	Date
Host Home Youth Support Printed Name	Host Home Youth Support Signature	Date





HOST HOME MANAGER JOB DESCRIPTION

Summary: This position oversees all operation for the Safe and Supportive Host Homes Program. The Coordinator provides leadership and direction to ensure that services are delivered in accordance with housing best practices.

Essential Functions:

- Responsible for recruiting potential host homes for youth.
- Identify potential homes and prospective youth for program participation.
- Develop collaborative relationships with shelters and other agencies serving youth to coordinate referrals.
- Responsible for matching youth with appropriate homes.
- Develop individual service plans for all participating youth including updates and reviews.
- Coordinate home visits with host homes.
- Mediate disputes between youth and host homes.
- Ensure that transition plans are in place at discharge.
- Coordinate training for all host homes and volunteers.
- Responsible for determining and monitoring program outcomes.
- Develop and implement program policies and procedures.
- Promote the Host Homes Program within the community.
- Assure maintenance of all records and statistics needed for management and grant requirements.
- Develop and revise documentation systems as needed to improve housing services and promote efficiency.
- Identify and document gaps in services, and participate in developing strategies to resolve them.
- Assure that the mission of Safe and Supportive is evident in planning & operation of all client services.
- Insure completion and timely submission of required reports.
- Establish and maintain collaborative relationships with other community providers.
- Participate in all Quality Management activities.
- Identify and pursue educational opportunities to promote professional growth.
- Facilitate and develop on-going training, support and educational programs for staff and clients.
- Transport clients as needed.
- Maintain confidentiality.
- Complete other duties as assigned.
-

Competencies:

Supervisory Responsibility: This position supervises all Host Home Program staff.

Work Environment: This job operates in a professional office environment but duties will also be carried out in a variety of settings including client homes, schools and in the community.

Physical Demands: While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms or communicate. The employee must occasionally lift and/or move up to 20 pounds.



Position Type and Expected Hours of Work: Hours will be worked within standard hours of operation for assigned service line program. Occasionally, the schedule may include evening, weekend or holidays hours to best meet the needs of clients and families.

Travel: Travel is primarily regional during the week although some out-of-the-area travel may be expected based on client needs. Transporting clients in personal vehicle is expected.

Required Education and Experience:

1. Bachelor's degree in human services or closely related field.
2. At least one year of professional social service experience.

Preferred Education and Experience:

1. Master's degree in human services or closely related field.
2. Experience providing mental health case management services

Additional Eligibility Qualifications:

1. Excellent interpersonal and written communication skills.
2. Demonstrated computer proficiency.
3. Previous work with LGBTQ populations is preferred.
4. Minimum of 1 year experience working with homeless or at risk youth.

Other Duties: Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Signatures: Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____



HOST HOME CASE MANAGER JOB DESCRIPTION

Summary: Builds rapport and assist young adults in the program to become more self-sufficient.

Essential Functions:

1. Develop, implement, monitor and/or revise goal plans to move onto an independent housing option.
2. Make referrals to and advocate for resources and access to services.
3. Maintain all client records and complete required paperwork within the required timeframes and according to agency and HIPAA guidelines.
4. Provide ongoing encouragement to clients during regular, individual meetings.
5. Provide and procure support to meet the individual's assessed needs and abilities.
6. Spend time with client building professional rapport to assist in advocacy efforts.
7. Coordination and assistance in crisis management and stabilization as needed.
8. Ensure clients obtain necessary documentation for housing.
9. Transport and/or accompany clients to appointments which connect them to community resources and services.
10. Participate in monthly home visits with Host Home Outreach Manager.
11. Responsible for attending biweekly meeting with Host Home Outreach Manager and trainings as assigned.

Competencies:

Supervisory Responsibility: This position has no supervisory responsibilities.

Work Environment: This job operates in a professional office environment but duties will also be carried out in a variety of settings including client homes, schools and in the community.

Physical Demands: While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms or communicate. The employee must occasionally lift and/or move up to 20 pounds.

Position Type and Expected Hours of Work: Hours will be worked within standard hours of operation for assigned service line program. Occasionally, the schedule may include evening, weekend or holidays hours to best meet the needs of clients and families.

Travel: Travel is primarily regional during the week although some out-of-the-area travel may be expected based on client needs. Transporting clients in personal vehicle is expected.

Required Education and Experience:

1. Bachelor's degree in human services or closely related field.
2. At least one year of professional social service experience.

Preferred Education and Experience:

1. Master's degree in human services or closely related field.
2. Experience providing mental health case management services



Additional Eligibility Qualifications:

1. Excellent interpersonal and written communication skills.
2. Demonstrated computer proficiency.
3. Previous work with LGBTQ populations is preferred.
4. Minimum of 1 year experience working with homeless or at risk youth.

Other Duties: Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Signatures: Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____

The Host Home Program matches LGBTQ young adults in need of housing with hosts in the community that open their hearts and their homes.

Young adults in program receive free housing, food, and case management to help achieve their goals.

PROGRAM HIGHLIGHTS

- Placements range from three to six months
- Hosts receive training from the Host Home Program and have access to a dedicated staff person for support while they are hosting



Young adults in the program get connected to program staff for support and guidance, funding, and resources in the community to pursue their goals.



Hosts on average spend less than \$300 during the six months they host a young adult and get connected to the community of other hosts.



HOMELESS

SAFE AND SUPPORTED

A Project of Lighthouse Youth & Family Services

Safe and Supported arose out of a community initiative to end LGBTQ youth homelessness in Hamilton County.

The project is implementing strategies to ensure every LGBTQ young person has the opportunity to thrive with access to stable housing, health care, education, employment, and emotional connections.

Our work includes:

- Resource guides for youth & professionals including the UPZ mobile app
- Free LGBTQ cultural competency trainings for youth-serving providers
- Training and resources for parents working towards supporting their LGBTQ child
- LGBTQ domestic violence advocacy and support in homeless shelters/programs

Get involved with Safe and Supported's work by visiting www.safeandsupported.org or emailing safeandsupported@lys.org.



Safe and Supported is a proud project of



This project is supported by award no. 29115198 awarded by the Office for Victims of Crime, Office of Justice Programs, U.S. Department of Justice, through the Office of the Ohio Attorney General



Get in touch with us:

Dan Stultz, MPH
Host Home Manager
dstultz@lys.org | 513-487-7160
www.safeandsupported.org



Become a host and help make home happen

Eligibility Criteria:

- At least 25 years old
- Have a furnished, private space for a young adult in their home
- Have homeowner's or renter's insurance
- Have the ability to host and mentor a young adult in their home for up to one year
- Have no history of violent crime or offense against a minor
- Have the ability to contact program staff without the need of assistance

All individuals over the age of 18 currently living in the host home or having unsupervised direct contact with the young adult will be submitted for background check.

Steps to Become a Host

- 1 Meet the program manager to discuss the program and hosting.
- 2 Submit an application and background checks.
- 3 Attend host training and complete a home visit.

The Host Home Program is about more than just housing.

This program is about creating ties in the community between young adults and hosts that go far beyond a place to sleep every night.

Once a young adult has decided the Host Home Program is a good fit for them, they decide which hosts they want to meet and match with. Young adults and hosts meet a minimum of two times prior to home placement to make sure the match fits, and program staff advise both parties along the way.

When a match works, both the young adult and the hosts benefit.



Young adults take the lead in our program

Eligibility Criteria:

- Be between the ages of 18-24 and self-identify as LGBTQ
- Be currently experiencing housing instability or short-term homelessness
- Be willing to work with program staff towards their self-defined goals
- No active drug/alcohol addiction, history of violent crime, or active warrants for arrest
- Have the ability to contact program staff without the need of assistance

Young adults can be referred to the program by a community professional or can self-refer. Contact the program to obtain a referral form or the program manager for additional information.

Steps for Young Adults

- 1 Submit a referral form or contact the program to get started.
- 2 Complete an intake to help determine if the program is a fit.
- 3 Define goals and pick which hosts to start meeting with.

Want to learn more?

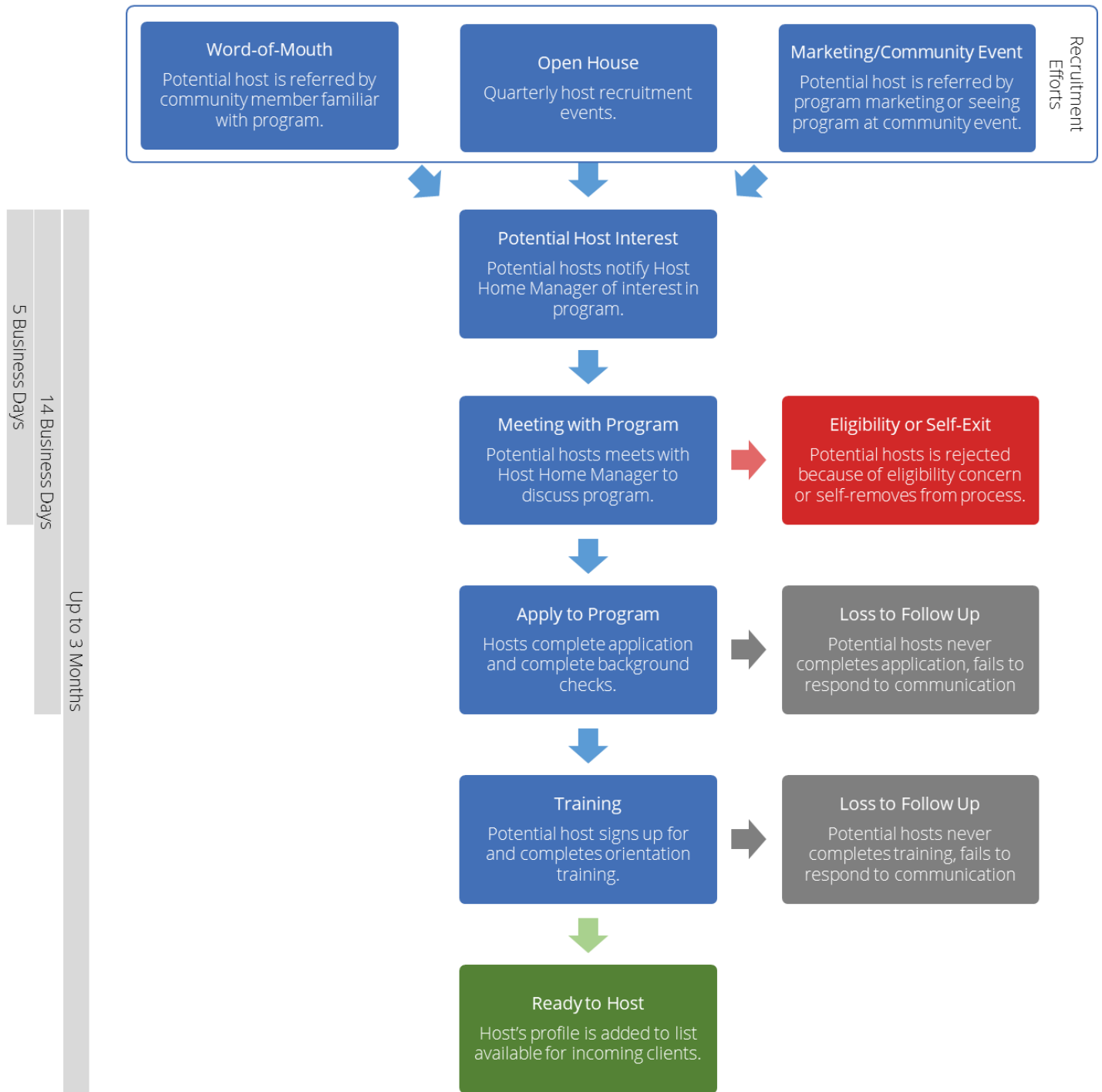
Contact us or visit www.safeandsupported.org



Get in touch with us:

Dan Stultz, MPH
Host Home Manager
dstultz@lys.org | 513-487-7160

Host Home Host Intake



Safe and Supported Host Home Program Host Application

Thanks for your interest in becoming a host!

Host Information

All adults (over the age of 25) living in the home will be considered hosts. Information for these individuals should be included below.

	Host 1	Host 2	Host 3
Name			
Date of Birth			
Gender Identity			
Sexual Orientation			
Phone Number			
Email			
Current Employer			

To be eligible as a host for the Host Home Program, individuals must meet the following requirements:

- Be at least 25 years old at time of application.
- Have a vacant, private, clean and sanitary space for a young adult to reside in.
- Have the means and capability to provide a client with shelter and food for a period of up to one year without the need of assistance.
- All individuals in applying household have a commitment to be affirming to all LGBTQ individuals and be willing to provide care to clients in a way that demonstrates cultural competency of any and all client identities.
- Have and maintain homeowner's or renter's insurance for the entire period of the program.
- Have lived in the Greater Cincinnati area for at least a period of one year prior to application to the program.
- All individuals in the applying household have no outstanding warrants for arrest or any history of any offense against a minor.
- All individuals in the applying household over the age of 18 undergo a local and national criminal check, and submit fingerprints to the Bureau of Criminal Identification & Investigation.
- Be willing and able to abide by all of the program policies set forth in this document as well as any other applicable Lighthouse Youth Services agency policies.
- Be able to maintain contact with Host Home Outreach Manager without the assistance of interpretation.

Do all hosts meet the eligibility requirements stated above?

Additional Household Members

Please list all individuals currently residing at the host home.

	Individual 1	Individual 2	Individual 3	Individual 4
Name				
Date of Birth				
Relationship to Host(s)				



Home Information

Address:

City:

State:

Zip:

Insurance Company:

Policy Number:

Do you have pets?: If so, how many/breed:

Do you own or rent?:

Has anyone in the home been charged and convicted of an offense against a minor or violent crime?

Has anyone in the home ever abused, neglected, or molested a child?

Does anyone in the home smoke?

Is alcohol consumed in the home?

Does anyone in the home use illegal drugs?

What religious or faith traditions are practiced in the home?

Is there anything about the home we should know when considering this application? This may include access challenges, dietary limitations, or other lifestyle considerations.

Why are you interested in being a host home?

What type of relationship are you expecting to build with the young adult in the program?

What strengths would you bring to your mentoring of a young adult?

Please list three references and contact information:



Letter to a Young Adult

Please write a one page open letter to a young adult that may be placed in your program. This letter should address yourself, your family, why you became a host, and your hopes for the young adult.



HOST TRAINING

Dan Stultz, MPH
Host Home Manager
Lighthouse Youth Services



PART ONE

Introduction to Youth Homelessness and the Host Home Program



WELCOME

Thanks for being here!



INTRODUCTIONS

- Name
- Pronouns
 - *How you want to be referred to when we're not using your name*
- Someone or something that made an impact on your growing up



PART ONE AGENDA

- Overview of Youth Homelessness
- Overview of Host Home Model
 - The Infamous T
- LGBTQ Cultural Competency



EXPECTATIONS & WORKING AGREEMENTS

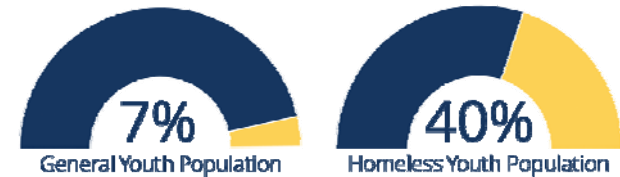
- Expectations
 - Not everything we discuss in training is going to come up while hosting, and things that we don't discuss will most likely come up.
 - It is best to think of this training as an orientation. We expect hosts to seek our additional training and resources as needed.
- Working Agreements
 - Confidentiality
 - Respect for differences
 - Feel free to express and to pass
 - Participate
 - If you have a question, please ask.
 - If you need to step out, please do.
 - Anything else?



LGBTQ YOUTH HOMELESSNESS



DISPROPORTIONALITY



SOME LOCAL DATA

- In 2015:
 - 7,858 men, women, and children entered the homeless system
 - 1,111 of those individuals were unaccompanied minors between the ages of 13-17
 - 1,126 of those individuals were unaccompanied young people between the ages of 18-24
- At the Sheakley Center:
 - 15% of clients identify as LGBTQ on intake
- At the CHECK Foster Care Clinic
 - 18% of clients identify as LGBTQ on intake



VICTIMIZATION

- NYC Study
 - 56% of LGBT youth said they stayed on the streets because they felt safer than living in group or foster homes
 - 78% of LGBTQ youth were removed or ran away from placements as a result of hostility toward their sexual orientation and/or gender identity
 - 100% of LGBTQ youth in foster/group home care experienced verbal harassment
- San Diego Study
 - 90% of 400 homeless youth said that safety was a concern in group homes and shelters
 - Only 20% of service providers thought safety was an issue.



DIFFERENTIAL TREATMENT

- Multiple placements due to lack of safety, acceptance and peer rejection
- Not allowed to share a room with other youth
- Difficulty accessing LGBTQ-affirmative health and mental health services.
- Hostility and lack of support in educational placements
- Different standards around dating/romantic relationships and friendships
- Assumption that youth are “predators” if they engage in sexual behaviors with a same-sex peer
- “Reparative therapy” & Religious condemnation



DIFFERENTIAL TREATMENT

- Transgender and gender non-conforming youth
 - Segregated/isolated from other youth
 - Isolated for “protection” from abuse rather than addressing safety
 - Transgender youth not allowed to use their preferred name or gender pronouns
 - Prohibited from dressing and grooming in ways that are congruent with their gender identity
 - Inappropriately placed in settings that are incongruent with their gender identity



DISCLOSURE DILEMMAS

- Fear
 - discrimination, harassment, violence, rejection
- Anxiety
 - future consequences, what if scenarios?
- More turnover/new relationships
- Emotional energy around concealment
- Questioning, confusion, self-loathing, family pressure



CONFIDENTIALITY

- Youth may disclose to someone in the child welfare system and not be out to family or friends.
- Staff may disclose a youth's sexual orientation or gender identity to foster, biological or adoptive parents and/or the youth's peers without the youth's consent.
- Lack of policies that address confidentiality around sexual orientation and gender identity, including policies on written documentation.



LACK OF FAMILY CENTERED SERVICES

- Serving LGBTQ youth as individuals rather than within the context of their families
- Lack of permanent placements due to a lack of connection with birth families and communities and a shortage of LGBTQ-friendly placement options
- Often placed in congregate care regardless of need
 - Youth in these settings are less likely to transition into a family-type setting
 - Further decreases likelihood of permanence due to greater likelihood of running away and aging out of systems of care



LACK OF CULTURAL COMPETENCE

- No awareness or acknowledgement of LGBTQ youth
- Lack knowledge and sensitivity on how to support LGBTQ youth in their sexual orientation, gender identity and gender expression
- No information about or knowledge of LGBTQ resources or unwillingness to cultivate them
- Lack of knowledge on how to work with biological, adoptive or foster parents about sexual orientation and gender identity issues



A NOTE ON DEFINITIONS

- Homelessness
 - More than one official definition
 - HUD Definition
 - Not living in a place for human habitation, in a shelter, or transitional living program
 - Unaccompanied youth or families/individuals fleeing domestic violence
- Housing Instability
 - No formal definition
 - Examples:
 - couch surfing
 - moving multiples times in a short period of time
 - living in housing that is more than 50% of your income or causes financial strain for other reasons



THE HOST HOME PROGRAM



THE INFAMOUS T



THE HOST HOME PROGRAM

- The Host Home Program matches LGBTQ young adults in need of housing with hosts in the community that provide housing, food, and mentorship to help the young adult achieve housing independence.
 - an opportunity for the community to address what has failed LGBTQ youth previously.
 - allows young adults to stay in a safe home in the community they already have connections in, focus on work or education while obtaining housing independence, and live with an caring and affirming adult host.



PROGRAM HIGHLIGHTS

- Host Home matches range from three months to up to one year
- Hosts have access to a dedicated staff person to help support them while they are hosting
- Every young adult receives individualized coaching and financial support to help them pursue all of their goals
- Safe and Supported partners with other nonprofit organizations in the Greater Cincinnati area including Proud Scholars and GLSEN to help connect young adults to resources and opportunities



PROGRAM HIGHLIGHTS

- Young adults take the lead in our program.
- Hosts are responsible for providing:
 - Food
 - Shelter
 - Mentorship
- Hosts are expected to participate in:
 - Monthly Home Visits
 - Host Support Group
 - Regular informal check-ins with the young adult in their home



THE HOST EXPERIENCE

- What hosts should expect?
 - Higher grocery and utility bill
 - Be around the house regularly the first month they are hosting a young adult
 - To build a connection with the young adult they are hosting
 - Messy and magical



FINE PRINT

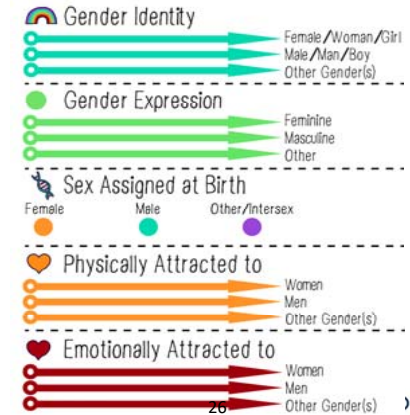


LGBTQ TERMINOLOGY

Language Activity



GENDER UNICORN



LANGUAGE ACTIVITY

Ally's Guide to Language

Terms to Use	Usage Examples	Terms to Avoid	Explanation
Transgender (adj.)	"transgender folks" "transgender advocate"	"transgendered" "transvestite" "tranny"	Transgender is an adjective, not a noun. Always use a transgender person's chosen name and preferred pronouns



REJECTING BEHAVIORS

- Verbal harassment or name-calling because of a child's LGBT identity
- Excluding LGBT youth from family and family activities
- Blocking access to LGBT friends, events & resources
- Blaming a child when they are discriminated against because of their LGBT identity
- Pressuring a child to be more (or less) masculine or feminine
- Telling a child that God will punish them because they are gay
- Telling a child that you are ashamed of them or that how they look or act will shame the family
- Making a child keep their LGBT identity a secret in the family and not letting them talk about it



CONSEQUENCES OF FAMILY REJECTION

SUICIDE
8x More Likely

DRUG USE
3x More Likely

UNSAFE SEX
3x More Likely

DEPRESSION
6x More Likely



ALLYSHIP

- What does it mean to be an ally?

An ally is an individual who stands up for a group that is targeted and discriminated against and works with them to fight for equality.

Let's do an activity...



ALLYSHIP

- Three steps to being an ally:
 - Learn
 - Support
 - Learn some more...



ALLYSHIP - SUPPORT

- Use appropriate language
- Advocate in your group
 - As part of the LGBTQ community when invited
- Listen






ADVOCATE IN YOUR GROUP

- Call out anti-LGBTQ comments or remarks
- Initiate productive discussions about discrimination against LGBTQ peoples
 - slip “gay things” into conversation
- Recruit other allies
- Support businesses that have anti-discrimination policies, help create those policies if possible



LISTEN

- Be there to listen to LGBTQ friends that need it
 - learn about people’s experiences
- Listen for ways LGBTQ people may want your help in what they are going through/the work they are doing
 - If you join a LGBTQ-focused group, step back and listen to see the best way to support
- Listen for opportunities LGBTQ people can help the work you are doing



PART TWO

Positive Youth Development, Mentoring, and Boundaries



ADOLESCENT DEVELOPMENT



ARE HOST HOME CLIENTS ADULTS?

Yes and No

Young adults have autonomy but still need support

How can that be challenging when working with a young adult?



LATE ADOLESCENCE

- Sexual changes of earlier adolescence are complete
- In general, young people are more comfortable with their bodies in late adolescence
 - This may be delayed or not have occurred with transgender or gender non-conforming
- Peer groups importance begins to be balanced with independence
- Less likely to have large swings of opinion
 - Morals and values are fully developed
- Romantic relationships are more stable
- Goals are starting to be more defined
 - Taking on more responsibility



LATE ADOLESCENCE

- Decision making is largely based on the present/impulse
- They are testing their newly formed morals and values
 - Social conflict can arise when their identity doesn't align with their perceived role
- Misreading social cues or others emotions is still possible
- How can these areas of development explain behavior?

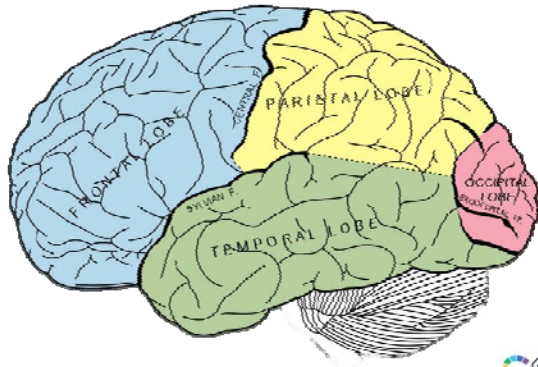


BRAIN DEVELOPMENT

- Often we only think about physiological and behavioral changes when we think about development
- The brain is going through a lot of changes through about age 25
 - Changes in brain changes how young people make decisions



Brain development



SAFE AND SUPPORTED
A Project of Lighthouse Youth & Family Services

BRAIN REGIONS AND FUNCTIONS

- Parietal Lobes
 - tactile signals, vision, and language
 - matures in the teens
- Temporal Lobes
 - auditory processing, emotional maturity and memory
 - helpful in judging other peoples emotions
 - reaches full maturity in the early twenties

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BRAIN REGIONS AND FUNCTIONS

- Frontal Lobe
 - self control, judgement, and emotional regulation
 - helpful in setting goals
 - restructuring starts in mid teens and doesn't end until mid twenties
- Corpus Callosum
 - helps both sides of brain share information
 - Reaches full maturity in the twenties

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ACTIVITY/DISCUSSION



WHAT IS IMPORTANT TO THINK ABOUT WHEN WORKING WITH YOUNG PEOPLE THAT AREN'T EXPERTS AT READING EMOTIONS?



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POSITIVE YOUTH DEVELOPMENT



OLD MODEL OF YOUTH DEVELOPMENT

- Prevent negative outcomes
 - Teen pregnancy
 - Smoking
 - Drug use
 - Involvement in violence
- Directing youth to action
 - “you should do this”
- Not involving youth in planning



WHAT'S WRONG?

What's wrong with the old model of youth development?

What does its approach say about how we viewed youth?



POSITIVE YOUTH DEVELOPMENT

Main tenet:

Young people have strengths that when nurtured can lead to social and emotional well-being.



POSITIVE YOUTH DEVELOPMENT

Main tenet:

Young people have strengths that when nurtured can lead to social and emotional well-being.



STRENGTHS BASED

- Every person has both external and internal strengths
 - External Strengths:
 - Supportive friends and family
 - A great school
 - Caring community
 - Internal Strengths:
 - Perseverance
 - Empathy
 - Committed to learning
 - Responsible



STRENGTHS BASED

- The most effective way to aid in the development of a young person is to focus on their strengths
 - Point out their strengths when you see them
 - Present options for the youth where their strengths would make that option feasible
 - Help to grow a young person's strengths

How can you help grow a young person's strengths?



THEORY OF 5Cs

- The Theory of the 5Cs is the idea that there is an ideal set of strengths each young person needs in order to be successful
 - Competence
 - Connection
 - Character
 - Confidence
 - Compassion
 - Bonus: Contribution



STRENGTHS BASED

The more strengths a young person has, the more likely they are to succeed.



NURTURING

- Positive adult relationships
 - Young adults are somewhat adults
- Young people need:
 - Someone to listen
 - To bounce ideas off of
 - To affirm them and be excited to see them
 - To acknowledge that youth have decision making capabilities



NURTURING

- It takes a village
 - Young people need more than just the adults in their home to be positive relationships
- Help young people make positive connections in their community

Why would having multiple positive adult relationships be important?



PUTTING POSITIVE YOUTH DEVELOPMENT INTO PRACTICE

1. Be present and listen.
2. Point out a young person's strengths whenever you see them.
3. Help young people identify options.
4. Acknowledge that young people have autonomy.
5. Be understanding and not judge-y.
6. Ask young people how they are progressing in their goals.



MENTORING



MENTORING

Who was a mentor or positive role model in your life?

What was helpful or important to you about that relationship?



WHY YOUNG PEOPLE NEED MENTORS

The young people of today must cope with far more personal and social pressures than any other previous generation of youth.

Early intervention through a structured mentor relationship may be able to give young people the tools and support they need to deal effectively with these pressures.



ROLE OF A MENTOR

- Coach
 - Guide
 - Role Model
 - Advocate
 - Friend
- Give young people the tools and support they need to deal effectively with personal and social pressures.



ROLE OF A MENTOR

Academic Support

- Keeping youth in school; helping them graduate from school; evaluating educational choices; directing them to educational resources.

Role Modeling

- Pointing out, bringing to attention, demonstrating, and explaining your own actions and values that offer the youth the best chances for success and happiness; helping youth see and strive for broader horizons and possibilities than they may see in their present environment.

Attention and Concern

- Many youth do not receive enough from the adults in their lives; mentors can fill in these empty spaces with dependable, sincere, and consistent attention and concern.

Accountability

- A commitment made to a youth for a meeting together, an activity, or an appointment should be a mentor's first priority, barring emergencies.

Listening

- Mentors can encourage young people to talk about their fears, dreams, and concerns.



WHAT MENTORS ARE NOT

There is no expectation mentors will take on the roles of parent, professional counselor, or social worker.

A mentor can't help all the problems and deficiencies youth face.

The essence of mentoring is the sustained human relationship.



BUILDING TRUST

- Trust = consistency over time
- Consistency in:
 - Helping to achieve goals
 - Making plans and sticking with them
 - Having an even mood
 - Sticking to your word
- Trust takes time



BUILDING TRUST

- Young people who have experienced trauma or rejection inherently have trouble trusting adults
- Young people may test your wherewithal as a way to confirm trust
 - Missed appointments
 - Phone calls not returned
 - Unreasonable requests
 - Angry or sullen behavior



BUILDING TRUST

- Confidentiality

Early in the relationship, mentors must provide reassurance:

- Nothing that the youth tells the mentor will be discussed with anyone else except it is necessary or if they ask permission to disclose.
- If the mentor feels it is important to involve another adult, it will be discussed first with the youth.
- If there is threat of physical harm to the youth or to others, the mentor must break confidentiality to seek protection for the endangered person (including the threat of suicide).



ACTIVITY

Setting a Mentoring Plan



VALUES BOUNDARIES EXPECTATIONS



BOUNDARIES

- What are boundaries?
 - Boundaries are rules, limits, guidelines, and standards related to behavior of ourselves and others.
- Help to:
 - define your identity
 - protect yourself from others
 - abuse
 - control
 - bring order
 - promote yourself (create trust)



BOUNDARIES

Why are boundaries important when building rapport with a client in the program?



HEALTHY BOUNDARIES

- Examples of healthy boundaries include:
 - I care about you, but I cannot take away your problems.
 - I need time to be alone.
 - I will not be the object of rage.
 - I can disagree with you and still care about you.
 - I form my own opinions.
 - I only accept phone calls until 9 p.m. unless there is an emergency.
 - I will not allow others to make me feel guilty or bad about myself.
 - I will not do something for you that you are able to do yourself.



BOUNDARIES

- Types of Boundaries
 - Physical Boundaries
 - Sexual Boundaries
 - Spiritual Boundaries
 - Relational
 - Emotional
 - Mental
 - Legal



PHYSICAL BOUNDARIES

- Your personal space, privacy, and body.
 - Do you give a handshake or a hug – to whom and when?
 - How do you feel about loud music, nudity, and locked doors?
 - Who can go where and when in your house?
 - Who can use your kitchen items? car? books?



EMOTIONAL BOUNDARIES

- Separating your emotions and responsibility for them from someone else's.
 - giving advice
 - blaming or accepting blame
 - feeling guilty for someone else's negative feelings or problems
 - taking others' comments personally



SETTING BOUNDARIES

- Step 1:
 - Self-Awareness
 - Know what's important to you
- Step 2:
 - Discuss the boundary that needs to be set.
- Step 3:
 - Strengthen your internal boundaries



DISCUSSING BOUNDARIES

- Think about how you're feeling and what you want the boundary to be before discussing
- Use simple but direct language
- Don't feel the need to over explain or defend your need for the boundary
 - You have a right to hold boundaries



SIGNS OF CROSSED BOUNDARIES

How do you know when a boundary has been crossed?



SIGNS OF CROSSED BOUNDARIES

- For youth:
 - Tells all
 - Talks at an intimate level when not appropriate
 - Takes as much as possible regardless of need
 - Gives as much as he/she can give for the sake of giving
 - Believes others should anticipate and fulfill their needs
 - Falls apart so someone will take care of them
 - Self-abuse
 - Goes against personal values or rights to please others



SIGNS OF CROSSED BOUNDARIES

- For adults:
 - Giving intimate information about yourself
 - Believing that only you can "save" this person(s)
 - Lending youth money
 - Considering yourself "part of the family", at least prematurely
 - Experiencing stress induced illnesses such as asthma, angina, back pain, migraines, etc., when involved in interactions with youth
 - Defending bad behavior of the youth
 - Blame yourself when the youth has a set back
 - You feel disrespected



SIGNS OF CROSSED BOUNDARIES

- Universal
 - Body language
 - Eye contact
 - Topic changes
 - Direct complaints
 - Feeling angry, used, violated, drained, or that you need to walk away from the relationship



PART THREE

Trauma-Informed Care and Creating Positive Spaces

A photograph of a diverse group of young people walking together. The image is partially obscured by a white banner containing the title and subtitle. The people are smiling and appear to be in a positive, supportive environment.

TRAUMA-INFORMED CARE



WHAT IS TRAUMA?

- The word “trauma” is used to describe experiences or situations that are emotionally painful and distressing, and that overwhelm people’s ability to cope, leaving them powerless.
- Perceived as threatening to physical or emotional integrity
 - Can be self or other



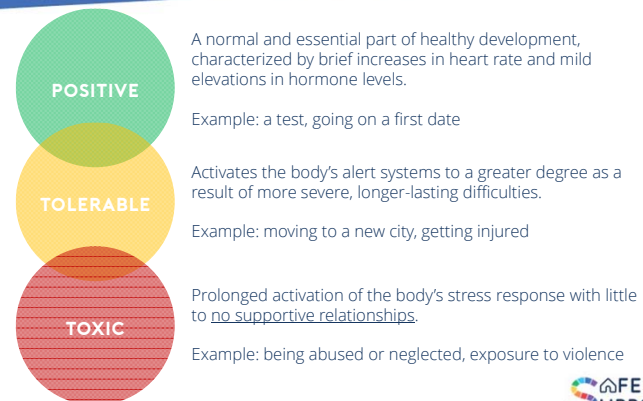
EXAMPLES OF TRAUMATIC EVENTS

- Witnessing violence
- Being physical, emotionally, or sexually abused.
- Be separated from loved ones
- Living in extreme poverty
- Being alone on the streets, homeless

Any others you can think of?



LEVELS OF STRESS

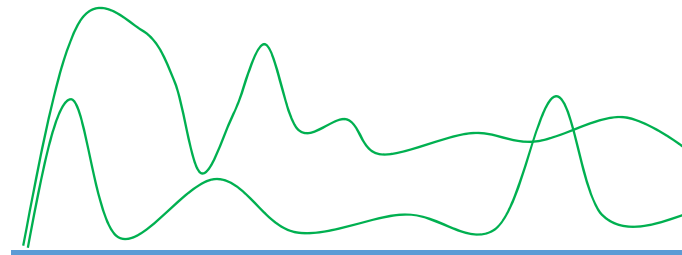


TRAUMA AND THE BRAIN

- Cortisol
 - Normal function is to help sweep out toxins
 - Produced during stress to help survival
 - Trauma causes a constant level of stress which causes an overproduction of cortisol
 - Leads to memory loss, anxiety, physiological changes
- Hippocampus
 - Normal function is to process memory and emotion
 - With excess cortisol, the hippocampus actually shrinks
 - Cortisol actually kills hippocampal cells



TRAUMA AND THE BRAIN



STRESS RESPONSE AFTER TRAUMA



IMPACTS OF TRAUMA

- Youth that have experienced trauma:
 - Hidden mental health problems
 - Depression
 - Anxiety
 - Sleep problems
 - Have trouble at school
 - Difficulty trusting other people
 - Difficulty regulating behavior, taking unnecessary risks
 - Problems with setting and reaching goals
 - Unhealthy coping
 - Often have trouble engaging in services
 - Leads to issues with gaining a benefit from the service



IMPACTS OF TRAUMA

PEOPLE WHO HAVE EXPERIENCED TRAUMA ARE:



IMPACT OF TRAUMA

- Responses are varied
 - Some people have a lot of symptoms, some people have just a few
 - Some people have an immediate reaction, some people have a delayed reaction
- What is common among all traumatic responses?
 - Change in world views
 - Sense of safety
 - Interpretation of actions of others



ADAPTATION

- Because of traumatic stress, youth may:
 - Engage in rude or violent behavior
 - May become self destructive
 - Part of recreating the trauma and desensitization
 - Have a tendency to victim blame
- Adaptation has to do with relearning how to interpret people that are trying to help



PROTECTIVE FACTORS

- Resilience
 - The ability to quickly recover from challenging experiences
 - This is learned and fostered using our strengths and skills
- Culture & Society
 - Changes how stress is demonstrated and different acts are perceived
 - Opportunities for social involvement and safe environments
- Individual Characteristics
 - Intelligence, temperament, coping strategies
- Supportive Relationships
 - Protection, referral to services, guidance



TRAUMA-INFORMED CARE

- An approach to providing service to individuals who have experienced traumatic events
 - Tailored to the person
 - Works to build skills of person affected by trauma
 - Self regulation
 - Trust
 - Large effort to create a safe and supportive environment
 - Lower or eliminate the instances of retriggering or re-traumatizing



STEPS OF TRAUMA INFORMED CARE

- Know the trauma that has occurred in a young person's life.
 - Listen with compassion.
 - Keep confidentiality (as much as you can)
- Help the person regulate their emotions and behaviors.
- Create a safe and positive environment.
- Avoid re-traumatizing.
- Take care of yourself.



KNOW THE YOUNG PERSON'S TRAUMA

- Each young person entering the Host Home Program will be screened for trauma
 - If possible, the program will let you know what trauma the young person has experienced.
- Don't assume every young person has experienced a stereotypical level or type of trauma
 - It isn't the role of the host to assess trauma



KNOW THE YOUNG PERSON'S TRAUMA

What's wrong with you?

vs

What happened to you?



AVOID RE-TRAUMATIZATION

- Can be tied to senses
- Practices that may re-traumatize
 - Seclusion
 - Shaming
 - Planning without youth input
 - Making the youth tell you information making them vulnerable
 - Drastic changes



HELPING SELF-REGULATION

- Helping name feelings
- Teaching calming strategies
 - Deep breathing
 - Muscle relaxation
- Teaching self care
 - Ask the youth what they find calming and safe



COMPASSION FATIGUE

- Risk Factors
 - Young
 - Pre-existing anxiety
 - Negative coping strategies
 - Few extra-curricular activities
 - Low social support
 - Past experiences of trauma
- How do you know when to take a step back?



SELF-CARE

- Schedule time for yourself
- Eat right and exercise
- Talk to others
- Engage in meditation or some other spiritual activity

- What do you do for self-care?



BURNING

- Finger squeeze
- Towel twist
- Wall push



CREATING POSITIVE SPACES



STEPS

- Set up opportunities to give the youth voice.
- Point out a youth's strengths.
- Affirm the youth.
 - Let them know that they are appreciated and welcomed.
 - Ask about progress and how they are doing?
 - Use language and action consistent with the youth's identities.
- Let the youth participate.
- Have structure.
- Be aware of the influences you bring into the space.



PART FOUR

Difficult Conversations, Conflict Management, and Getting Help



DIFFICULT CONVERSATIONS



WHAT ARE DIFFICULT CONVERSATIONS?

- Anything we don't want to talk about
- Usually we worry what will happen if we do talk about it
- If we do talk about it, we usually think and feel a lot more than what we actually say.
- Challenging because:
 - Conflict
 - Fear, anger, or frustration
 - Anxiety, procrastination
 - Disagreement
 - Misunderstanding



WHAT ARE DIFFICULT CONVERSATIONS?

- Three types of difficult conversations:
 - What's Happening Conversation
 - Noticing erratic or abnormal behavior
 - General concern
 - Feelings Conversation
 - Someone was hurt by someone else's comments
 - Boundaries Conversation
 - A boundary was crossed
 - You need to address someone not holding their end of a deal up

Any others?



FISHFINS A TOOL FOR STARTING DIFFICULT CONVERSATIONS



WHAT IS FISHFINS?

- A one size fits all communication tool:
 - Positive feedback
 - Critical feedback
 - Conflict management
 - Problem solving
 - Useful personally and professionally
 - Prevents misunderstandings



FISHFINS

Focus
I See/Hear
I Feel
I Imagine
Negotiate
Solution



FISHFINS

- Focus = prepare for the conversation
 - Who, what, when, where, why
- I See/Hear a thing that happened
 - Specific, observable behaviors
- I Feel an emotion about that behavior
 - Happy, concerned, excited, confused, curious
 - Never “I feel like” or “I feel that”
- I Imagine you did that because... Is that accurate?
 - Why are they behaving in that way?
 - Think of the best possible reason why they could have done that
- Negotiate how to move forward
- Stick to the Solution



PRACTICE

Bryanna has been staying with you for six months and things have gone really well. She’s working part time and started culinary classes at Cincinnati State a couple months ago. You’re really proud of Bryanna and the progress she’s made. She’s become a fully integrated member of the family.

Lately, things have been a little off. Bryanna is often late to work and classes. She snaps at you and other household members and when she’s home, she tends to stay in her room and often skips meals with the family. You’ve tried to check in and see what’s up but haven’t really gotten anywhere.



CONTINUING THE CONVERSATION



YOUTH LED CONVERSATIONS

- Don't forget to "focus"
 - Meet in a comfortable place for youth
 - Be on the same level as youth
- Give the youth a chance to express what is going on
 - The importance of the "I imagine" statement
- Give youth options but let them decide when and how to take action
- Don't pry for information
- Don't be judge-y



GOAL OF YOUTH LED CONVERSATIONS

To have a learning conversation.

Explain point of view.

Understand Differences.

Figure out how to go forward.



SHARING PERSONAL STORIES

How do you know when to share personal experiences when talking with youth?



BEING A WITNESS

"There is no greater agony than bearing an untold story inside of you."

- Sometimes all people need is to get their stress or story out
 - You shouldn't always feel the need to resolve the issue then and there



BEING A WITNESS

- Being a witness for another person allows them to fully process in their own terms
 - Trying to resolve something right away may lessen your ability to fully understand the issue
 - It may have the effect of invalidating the experience of the other person
 - It may show that you don't think the other person is able to resolve their own issue
- Being a witness lets another person know that they have support
- Being a witness makes sure the conversation stays about the other person



BEING A WITNESS

“I can see how that would be a difficult situation”

“I’m sorry that happened to you”

“I want you to know that I’m here for you”

“What you are experiencing matters to me”

A lot of times, bearing witness is non-verbal.



CONFLICT MANAGEMENT



PRACTICE

You’re a bit of a neat freak. You like everything in it’s place. DaMonte’ is pretty awesome in most ways but leaves his stuff all over the house. Today, you tripped on his size 13 shoes in the middle of the living room floor... AGAIN! You’ve about had it and you’re not looking forward to talking about it AGAIN!



PRACTICE

Chris is 21 and has been staying with you for over six months. You have a pretty relaxed attitude around alcohol and you and Chris often have a beer or two together in the evening. This hasn't been a big deal at all and Chris is doing really well with work and college.

Recently, Chris had a college friend over on a Friday night. They sat out on the patio till well past midnight, drinking and being pretty loud. You're pretty sure Chris' friend threw up in the bathroom and left a big mess.



ASKING FOR HELP



WHEN TO SEEK HELP

- Have any questions at all
- Consistently violate their own personal boundaries
- Confuse mentoring with therapy
 - Mentoring - imparting wisdom gained from life experience to a less experienced individual
 - Therapy - addressing emotions, attitude or behavior via mental health, psychology and human development disciplines
- Feel all the feels (exhausted, overwhelmed, irritated, angry, frustrated etc.)
- Have a shift in personal or financial circumstance that affect ability to host
- See youth engaging in dangerous, destructive or violent behaviors



HOW TO SEEK HELP

Who you gonna call?

- Call Dan
- Call the police? fire department? EMS?



CALL HOST HOME MANAGER

Dan's Role:

- Provide support to hosts.
 - I'm happy to read emails, take calls, and meet in person (preferably in that order).
- My initial reaction is to problem solve, especially for off hours calls.
 - If you just need to vent, be upfront about that.
- My first question is always going to be "have you talked to the young person about this?"



CALLING 911

When you should call 911:

- blood and/or loss of normal bodily function
- imminent risk of damage to body or property
- when you can't handle the situation, feel unsafe, and it needs attention immediately

After you call 911 and the situation is stable, you should call Dan.

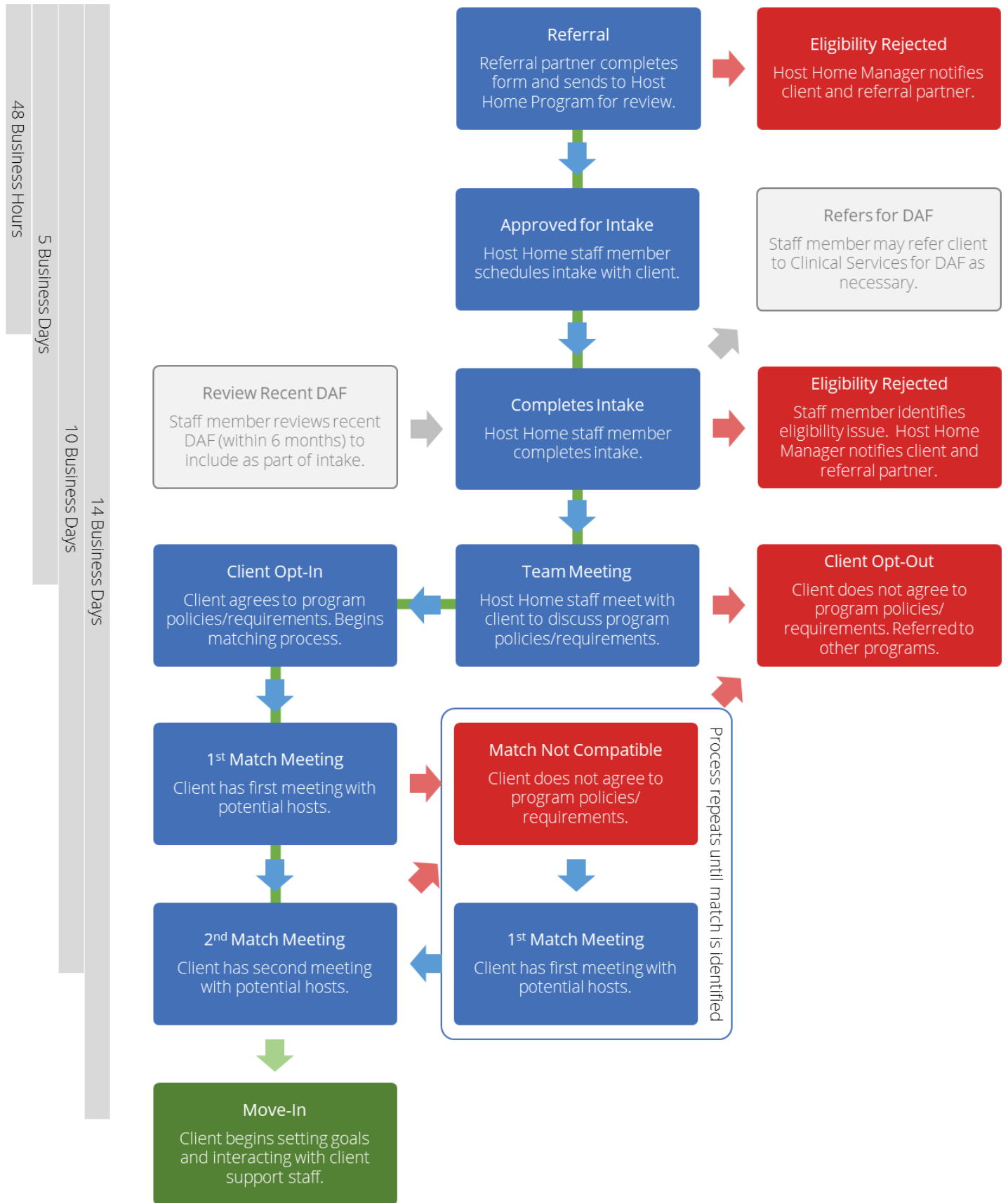


WHEN SHIT HITS THE FAN

1. Make every effort to prevent the situation from escalating to a house call.
2. If I'm aware of an issue, I'm going to bring it up with the Case Manager.
3. The Case Manger and I can and will make an unplanned home visit if we are worried about a situation.
 - We'll act as mediators to deescalate the situation.
 - We'll check up on how things are going.
4. If the situation becomes unproductive and impassable, we will remove the youth from your home.



Host Home Client Intake



Host Home Referral Form

To be eligible for participation in the Host Home Program, clients must meet the following criteria:

- Be between the ages of 18-24 years old at time of application to the program.
- Self-identify as a gender or sexual minority including but not limited to lesbian, gay, bisexual, queer, or transgender.
- Currently experiencing housing instability or homelessness. The Host Home Program is currently unable to provide care to individuals who have experienced street homelessness within the last six months.
- Have no active involvement in sex work, survival sex, or prostitution; drug abuse/chemical dependency or the sale of illegal drugs/substances, citations or warrants for arrest.
- Have no history of grand theft or persistent violent behavior.

Date of Referral: Referring Staff:

Current Lighthouse Client: Email:

Client: Date of Birth:

Gender: Sexual Orientation: Parenting:

Phone: Email:

Emergency Contact: Emergency Contact Number:

Current Living Situation:

Current Employment: If so, pay rate:

Current Education: If so, expected graduation:

Other Information About Client, including

- Chemical Dependency
- Involvement in prostitution/survival sex/sex work/the sex trades
- Drug dealing
- Stealing
- Violence (physical, sexual, emotional)
- Mental Health issues
- Medical concerns (i.e. diabetes, asthma, allergies):

Host Home Intake Form

Client Name: _____ DOB: _____ Social Security #: _____

Date of Intake: _____ Completed By: _____

Client Insurance: _____

Email: _____ Phone: _____

Emergency Contact: _____ Phone: _____

Referral Source: _____

Other Agencies: _____ ROI Completed?: _____

Signature of Staff Completing Form: _____ Date: _____

Signature of Client: _____ Date: _____

Signature of Program Manager: _____ Date: _____

Signature of Other (If applicable): _____ Date: _____

The goal of this form is to provide a template for assessing a client's appropriateness for the Safe & Supported Host Home program. Secondary goals are to determine the client's level of motivation for change and to assess whether or not the client could benefit from a comprehensive behavioral health assessment (mental health and substance abuse assessment) prior to, or in addition to, acceptance into the program. This form will allow the Intake Social worker to obtain more information in regards to the client's current situation and history, included but not limited to social, community, medical, behavioral health (including mental health and substance use/addiction), familial, legal, educational, vocational, and current level of safety.

Summary of Current Situation/Presenting Issues/Current Identified Need from Client's Perspective
Include information about client's identified level of safety: SI/HI/Self-Injurious/DV

Most Recent/Current Living Situation
Including Household Members

Social/Biological Family/Family of Choice/Social Support/Relationships

History of Relationship with Biological Family &/or Family of Choice

Gender Identity and Sexual Orientation

Cultural & Ethnic Identity

Does the client identify as religious or spiritual?

Client Identified Strengths

Client Identified Areas of Opportunity for Growth

Hobbies/Meaningful Activities/Community Involvement (Current &/or Previous)

Medical History

Include current or previous medical conditions or issues, surgeries, any current or previous prescribed medications, last physical & dental exams, and current physicians. Obtain signed ROI's for any current or recent providers

Any Special Diet or Eating difficulties?

Behavioral Health History

Including mental health and substance abuse issues or concerns, previous or current diagnosis, treatment histories, provider history, history of prescribed medications, information on any current or previous assessments. Obtain signed ROI's for any current or recent providers

Trauma History

Include information including but not limited to: any disclosed trauma, victim of violence, domestic violence, physical/sexual/emotional or psychological abuse/dependency/neglect, history of child protective services involvement as victim, medical trauma, accidents, etc.

Education History

Include any information about identified learning difficulties, special education, last grade completed, schools attended, any plans for continued education

Legal History

Include information on juvenile and adult legal history, current and past.

Has this Client Ever Been Convicted of a Violent Crime? Sexual Offenses?

Current Financial Status

Include any information about outstanding debt, if there are bank accounts or a history of, financial success or difficulties current or past

Client's Self Reports of Motivation for Change, Initial/Current Goals

Summary and Overall Assessment of Intake

Include information on whether or not client is assessed as being appropriate for Safe & Supported Program based on program criteria, client's assessed motivation for change, level of engagement in intake process, identified strengths and areas of opportunity for growth, current level of assessed safety. Program omission information should also be included should client not meet criteria

Is a Comprehensive Behavioral Health Assessment/DAF Recommended?

Include reasons for recommendation, referral information provided to client or referral made for the assessment, if there is indication that DAF be done prior to admission to the program, indicate reasons

Life Wheel Domain:		
Goal:		
Priority of Goal:		
Strengths: What do I already have to help achieve this goal?		
Resources: What do I need to help me achieve this goal?		
Achievement: How do I know I achieved this goal?		
Timing: When do I need/want to finish this goal?		
Action Step 1: What am I going to do first to achieve this goal and how is progress measured?	Action Step:	Progress Measure:
	Timing:	
Action Step 2: What am I going to do second to achieve this goal and how is progress measured?	Action Step:	Progress Measure:
	Timing:	
Action Step 3: What am I going to do third to achieve this goal and how is progress measured?	Action Step:	Progress Measure:
	Timing:	
Action Step 4: What am I going to do fourth to achieve this goal and how is progress measured?	Action Step:	Progress Measure:
	Timing:	